

EXHIBIT A

CARDIFF MOTION TO DISMISS COUNT II

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Attorneys for Defendant
Jason Edward Thomas Cardiff

**UNITED STATES DISTRICT COURT
CENTRAL DISTRICT OF CALIFORNIA**

UNITED STATES OF AMERICA,)	Case No.: 5:23-CR-00021-JGB
Plaintiff,)	
vs.)	
JASON EDWARD THOMAS CARDIFF,)	
Defendant.)	

**DECLARATION OF STEPHEN R. COCHELL IN SUPPORT OF MOTION TO
DISMISS COUNT 2 OF THE INDICTMENT**

I, Stephen R. Cochell, declare as follows:

1. I am a partner and owner of Cochell Law Firm, PC, attorneys of record for Defendant Jason Edward Thomas Cardiff. I have personal

1 knowledge of the facts set forth herein. If called as a witness, I could and
2 would competently testify to the matters stated herein. I make this declaration
3 based in support of Defendant Jason Cardiff's Motion to Dismiss Count 2 of
4 the Indictment and state the following:

5 2. A true and correct copy extract of the Federal Trade Commissions
6 Proposed Statement of Undisputed Facts submitted as Docket Number 423-3 in
7 *FTC v. Jason Cardiff*, Case No. 18-2104 as **Exhibit 1**.

8 3. A true and correct copy of a Memorandum of Interview of Joanny
9 Spina, bates number GOV_MOI_000473, is attached hereto as **Exhibit 2**.

10 4. A true and correct copy of a Memorandum of Activity of Brian
11 Bagosian, bates number GOV_MOI 000121 is attached as **Exhibit 3**

12 I declare under penalty of perjury under the laws of the United States of
13 America that the foregoing is true and correct.

14 Executed on this 9th day of September, at Houston, Texas.

15
16 /s/ Stephen R. Cochell
17 Stephen R. Cochell
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EXHIBIT 1

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20 **UNITED STATES DISTRICT COURT**
21 **CENTRAL DISTRICT OF CALIFORNIA**

22 **Federal Trade Commission,**

23 Plaintiff,

24 v.

25 **Jason Cardiff, et al.,**

26 Defendants.

Case No. 5:18-CV-02104-DMG (PLA)

PLAINTIFF'S STATEMENT OF
UNCONTROVERTED FACTS AND
CONCLUSIONS OF LAW IN
SUPPORT OF MOTION FOR
SUMMARY JUDGMENT AGAINST
JASON CARDIFF AND EUNJUNG
CARDIFF

Hearing Date: October 9, 2020

Time: 2:00 p.m.

1 2 3 4 5	and friends of employees as “strawmen” for merchant card accounts so they could continue processing sales.	81. Sands 1st Dec. (TRO PX-1), Dkt. 7, p. 36, ¶ 106 & Dkt. 13, p. 26-32 (Att. 117).
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7 *C. Jason Cardiff’s “Straight Sales-to-Continuity” Initiative*

8	Fact	Citation
9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28	839. In January 2018, Jason Cardiff directed that brand new continuity orders should be created for customers who had previously made one-time “straight sale” purchases, so that their debit and credit cards could be charged again and going forward on a recurring basis.	Sands 1st Dec. (TRO PX-1), Dkt. 7, p. 12, ¶ 30 & Dkt. 10, p. 90-149 (Atts. 038-068). Walker Depo., p. 128, ln. 25 – p. 129, ln. 9 (Sands 3rd Dec. (PX-51), p. 6, ¶ 27 & p. 1672, 1679-1680 (Att. 124)). Walker Dec. (PX-32), p.14-15, ¶¶ 65-67 & p. 657-718 (Atts. 83-114). See also Melendez Dec. (PX-35), p. 5-6, ¶¶ 21-22 & p. 37 (Att. 6) (“Per Jason [t]he straight 1 month supply orders between December 21, 1017 [sic] – January 22, 2018 will be placed [on] continuity.”). Sands 3rd Dec. (PX-51), p. 3, ¶ 9 &

	p. 50-51, 57-58 (Atts. 8, 13).
<p>840. Redwood did not contact these consumers or get their approval for additional charges.</p>	<p>Walker Dec. (PX-32), p. 15, ¶ 66.</p> <p>Walker Depo., p. 128, ln. 25 – p. 129, ln. 11 (Sands 3rd Dec. (PX-51), p. 6, ¶ 27 & p. 1672, 1679-1680 (Att. 124)).</p> <p>Chesko Dec. (TRO PX-22), Dkt. 211, p. 24, ¶¶ 2-4 (ordered TBX-FREE in March or April 2017; additional charge placed on credit card in April 2018).</p> <p>McKinney Dec. (TRO PX-28), Dkt. 211, p. 32, ¶¶ 2-4 (ordered TBX-FREE in January 2017; additional debit discovered in April 2018).</p> <p>Basford Dec. (TRO PX-29), Dkt. 211, p. 33, ¶¶ 2-3 (ordered TBX-FREE in October 2017; additional charge placed on credit card in March 2018).</p> <p>Frantz Dec. (TRO PX-27), Dkt. 211, p. 31, ¶¶ 2-3 (additional charge placed on credit card in April 2018,</p>

	months after placing a one-time order).
841. Redwood staff processed hundreds of these unauthorized transactions each day, and reported their success and failure rates to Jason Cardiff and sometimes to Eunjung Cardiff.	Melendez Dec. (PX-35), p. 6, ¶ 23 & p. 37-96 (Att. 6). Walker Dec. (PX-32), p. 14-15, ¶¶ 65-66 & p. 661-680 (Atts. 85-94); p. 683 (Att. 96); p. 693 (Att. 101) for Jason Cardiff; and p. 697-704 (Atts. 104-106); p. 712 (Att. 110) for Eunjung Cardiff.
842. In some cases, the customers' credit and debit cards had expired since their original orders had been placed.	Melendez Dec. (PX-35), p. 6, ¶ 23. Walker Dec. (PX-32), p. 15, ¶ 66. Walker Depo., p. 130, ln. 3-15 (Sands 3rd Dec. (PX-51), p. 6, ¶ 27 & p. 1672, 1681 (Att. 124)).
843. Jason Cardiff directed his employees to try changing the cards' expiration dates, to see if that would allow the new charges to be processed.	Melendez Dec. (PX-35), p. 6, ¶ 23. Walker Dec. (PX-32), p. 15, ¶ 66 & p. 694-695 (Att. 102) ("Increase the year"); p. 699-701 (Att. 105) ("I already said what to do about declines exp"). Walker Depo., p. 130, ln. 3-15 (Sands 3rd Dec. (PX-51), p. 6, ¶ 27

		& p. 1672, 1681 (Att. 124)).
844.	Jason Cardiff was impatient at the progress the staff was making at converting accounts from straight sales to continuity programs, and threatened to fire the person working on the project.	Walker Dec. (PX-32), p. 15, ¶ 67.
845.	Redwood staff continued converting straight-sale customers to continuity plans and charging them without authorization until April 2018.	Walker Dec. (PX-32), p. 15, ¶ 67. Melendez Dec. (PX-35), p. 6, ¶ 23.
846.	Redwood staff continued going back to older and older orders, and ultimately attempted to convert all 2017 straight sale orders into new auto-ship orders.	Melendez Dec. (PX-35), p. 6, ¶ 22.
847.	Defendants processed unauthorized charges for more than 1,500 consumers through Jason Cardiff's straight-to-continuity initiative.	Walker Dec. (PX-32), p. 15, ¶ 67. Sands 1st Dec. (TRO PX-1), Dkt. 7, p. 10-11, ¶ 28 (Table 1) (at least 1,893 conversions).
848.	Jason Cardiff told his staff that they had to generate additional revenue of \$10,000 each day from his straight-to-continuity initiative.	Walker Dec. (PX-32), p. 14, ¶¶ 65-66 & p. 707-710 (Att. 108) ("We still have to find and run 10 k a day"). Melendez Dec. (PX-35), p. 6, ¶ 23

	& p. 85 (Att. 6).
	Sands 3rd Dec. (PX-51), p. 3, ¶ 9 & p. 83-86 (Att. 27).
849. Jason Cardiff was not happy that more consumers had not been successfully converted to continuity programs.	Walker Dec. (PX-32), p. 15, ¶ 68. Melendez Dec. (PX-35), p. 6, ¶ 23 & p. 93-94 (Att. 6) (when she told Jason Cardiff that she was only able to convert 4 of the 204 orders on the list she had received the previous day, he replied “Better come up with something ASAP.”) Sands 3rd Dec. (PX-51), p. 3, ¶ 9 & p. 83-86 (Att. 27).
850. Consumer complaints and chargebacks increased after Redwood started converting straight sales to auto-ship sales.	Walker Dec. (PX-32), p. 15, ¶ 69.
851. Those complaints and chargebacks caused Redwood to lose merchant accounts or have applications for new accounts denied.	Walker Dec. (PX-32), p. 15, ¶ 69.
852. Jason Cardiff only agreed to stop the conversion program when it became clear that continuing would cause Redwood to lose	Walker Dec. (PX-32), p. 15, ¶ 69.

more merchant accounts.	
853. [reserved]	
854. [reserved]	
855. [reserved]	

X. Ringless Voicemails

Fact	Citation
856. In early 2018, Jason Cardiff contracted with a company called Just Deliver It to deliver 1 million prerecorded messages, also known as robocalls or ringless voicemails (“RVM”), to consumers.	Walker Dec. (PX-32), p. 19, ¶ 82 & p. 924 (Att. 141); p. 928 (Att. 143).
857. Redwood also contracted with a telemarketing company called Gawk to deliver 1.5 million RVMs to consumers’ voicemail.	<p>Sands 1st Dec. (TRO PX-1), Dkt. 7, p. 36, ¶ 107 & Dkt. 10, p. 33-48 (Att. 118).</p> <p>Sands 3rd Dec. (PX-51), p. 3, ¶ 9 & p. 65-67, 72-76 (Atts. 17, 18, 21, 22).</p> <p>Walker Dec. (PX-32), p. 19, ¶ 82 & p. 900-915 (Att. 136) (pages out of order in the original); see p. 906 for reference to “One Million Five Hundred Thousand, Direct Delivery Ringless Voicemail Drops”).</p>

EXHIBIT 2

MEMORANDUM OF INTERVIEW

CASE NUMBER : 2994965-MF

PERSON INTERVIEWED : Joanny Spina

PLACE OF INTERVIEW : United States Postal Service Zoom

DATE OF INTERVIEW : June 24, 2021

TIME OF INTERVIEW : ~11:04am PT to ~1:43pm PT

INTERVIEWED BY : Manu Sebastian, Trial Attorney, DOJ CPB
Brianna Gardner, Trial Attorney, DOJ CPB
Christine Reins-Jarin, Postal Inspector,
USPIS

On June 24, 2021, Department of Justice (DOJ) Consumer Protection Branch Trial Attorneys Manu Sebastian and Brianna Gardner, and Postal Inspector Christine Reins-Jarin interviewed Sticky.io (Sticky), formerly LimeLight, employee Joanny Spina (Spina) via United States Postal Service Zoom videoconferencing. Also present during the interview was DOJ Intern Cassandra Baker. After introducing the team, DOJ reminded Spina that the interview was voluntary and provided basic information regarding the criminal investigation into Redwood Scientific Technologies (Redwood), including Jason Cardiff (Jason) and Eunjung Cardiff (Eunjung). Spina said she learned about the Federal Trade Commission investigation that week from Sticky Vice President of Operations Mike Bernat. There was a pause in the interview at 12:51pm PT for approximately five minutes. Spina provided the following information during the interview.

Spina has worked for LimeLight and Sticky since 2008, and started in customer service. She promoted to a client support manager and office operations manager. She has three employees under her, including Deborah DeGroot, who also worked at LimeLight when Redwood was a client. Redwood employed LimeLight's subscription management platform for their business and contacted LimeLight with questions or issues, including those related to functionality, notifications to customers, and fulfillment providers. Spina did not handle their contract, but it should be on file with Sticky. Spina was, and is, a salaried employee and did not work on commission.

Though Spina did not remember his role, she said Gus Navarro (Navarro) was the Redwood employee who most often contacted LimeLight. She said he usually contacted LimeLight by phone with questions related to fulfillment, issues with the system, or possible situations and scenarios. She did not remember him asking anything that seemed questionable or suspicious. She also remembered email communications with Julie Green (Green). Jason was copied on some email communications, but Spina said they did not have a working relationship. Spina did not communicate with Eunjung. She did not remember Danielle Cadiz Walker (Walker) or Diana Melendez. She never visited the Redwood offices and did not have outside communication with anyone at Redwood. In September 2018, Redwood requested their data be transferred to another CRM provider, but the request was denied.¹ Spina knew something was going on because they were terminated as a client.

The LimeLight/Sticky platform integrates a client's third-party providers to their system. The system works with company call centers, payment gateways, and fulfillment providers, such as ShipStation. Clients bring their own providers, but Sticky also has preferred vendors they recommend. Spina said LimeLight and Sticky will not make changes to the platform on behalf of a client. If a client requests changes, they will walk the client through the process.

Clients can have bundle pricing based on the number of transactions through the system. She thought Redwood was on a monthly fee and did not pay per transaction. For example, a Tier 1 client pays \$1500 for up to 25,000 transactions and a Tier 2 client pays \$3000 for over 25,000 transactions, with a transaction labeled as any sale request. This does not include any refunds. A test is not usually not a billable transaction. A client can run a test through the gateway, which is marked as a test and uses a "dummy" credit card number. A client can have multiple test credit card numbers. It is possible for a client to use a real credit card number as a test, but it would not be sent to the payment gateway. Test credit card numbers are not encrypted because they are supposed to be "dummy" numbers. Hypothetically, a client could use this method to retain customer credit card information.

Payment gateways are the middle men between the websites and banks and send information to processing banks to approve or deny a sale. Credit card numbers are protected by encrypting the middle numbers of the card. Spina said Sticky sees the card as encrypted when extracting information.

¹ Customer Relationship Management

She said a client would have full credit card information if their customer service representatives manually enter the card information from one of their customers. She does not know the technical aspects of the platform.

The Sticky platform gives clients the ability to use a customer credit card on file. For example, if a customer purchases a weight loss product through a client's website, the customer receives an order confirmation. The client can upsell the customer with an offer for an extra product, such as skin cream. If the customer already entered their credit card information, the card is stored. The customer can click "yes" to buy the additional product, creating a new order with the existing order. A customer might hesitate to make the purchase if they had to re-enter their credit card information. As another example, a client might re-target a previous customer with a new offer or product. A new order can be created with a click of a button.

Clients that have customer call centers can use the Sticky platform. Spina said clients could, potentially, keep customer credit card information by manually entering it in their own website, and send the information to Sticky. However, this method would not be in compliance with PCI requirements.²

A MID is a merchant account identification number. Spina explained it is similar to a business bank account. MIDs have a monthly approval limit for processing. A business can, and will, have multiple MIDs for many reasons, such as a low monthly processing limit or if there are multiple chargebacks on the account. MIDs can also be shut down.

A straight sale is a one-time purchase and is not recurring. Some clients have the option of straight sale with continuity or rebilling, where a customer pays full price from the beginning instead of starting with special pricing or a trial offer. Spina mostly sees straight sale to mean a one-time purchase. The terms continuity, membership, autoship, and subscription are used interchangeably.

LimeLight provided the option for Account Updater, a service through Visa in which banks look for updated customer credit card numbers. This is useful for clients so that subscriptions can continue without interruption. Each day, account updater runs credit cards that are set to expire the following month and all cards that are to be charged in the next seven days. The service will capture new credit card numbers and new card expiration

² Payment Card Industry

dates. The service searches all cards, not just Visa cards. American Express is now included but was not previously supported.

DOJ displayed the LimeLight "Addendum to Standard Service Agreement" for "Runaway Product/Prolongz," signed September 7, 2017 (attached as Exhibit 1).³ Spina said this was not the main client contract. Regarding the section describing Account Updater fees, Spina clarified that the \$5.00 charge per card update match was for cards successfully updated, not for each card processed through the system. Spina confirmed Redwood requested the service around August 2017. She remembered the approval process took some time at the beginning.

Account Updater and Kount are services commonly used by clients. Kount reviews customer information to determine if there is a possible risk, such as accounts with numerous chargebacks or refunds. The service may decline a transaction and LimeLight sends a notification of the declined transaction. Spina did not know if Redwood used Kount. Another service called Chargebacks911 represents clients when a chargeback is disputed. The service gathers information from the client to assist in disputing a chargeback. Spina did not know details of how Chargebacks911 is paid.

DOJ showed Spina a November 13, 2017 email from Green to Jason, copying Eunjung, Navarro, and Walker (attached as Exhibit 2). Green wrote that she would ask LimeLight to "...make our account updater filter as lenient as possible rather than updating cards just 30 days back." Spina thought it might be possible to change the criteria for the search function that ran cards set to charge within seven days to a different number, such as 10 days. She did not think anything else could be modified and did not think Redwood was familiar with the Account Updater criteria.

Regarding the section about cascade to Humboldt gateway, Spina said clients can use both domestic and international gateways. International gateways might have higher thresholds. A cascade gateway is a backup gateway and attempts a transaction on another gateway. If a MID is shut down, the transaction attempt can occur through another MID. Each client is different with varying numbers of processors available. Some clients have thousands.

DOJ showed Spina an email she sent to Navarro on November 13, 2017, stating she spoke with Green about the "order age limit" section in Account Updater (attached as Exhibit 3). Spina said that Account Updater will go

³ The signature appears to be the name Tracy Carranza.

back a certain number of days as determined by the client. Most clients do not want a card from five years ago, for example, run through the updater because it might be problematic as a merchant.

DOJ displayed a spreadsheet titled "account_updater_audit" (attached as Exhibit 4).⁴ Spina said the age of the cards will not show on this audit log. It is a function that would need to be enabled in the Sticky system to determine. After DOJ highlighted that the "order_ID" column showed what appeared to be older order numbers, Spina said Sticky implemented an age limit because of issues when Account Updater began. Redwood was probably not among the first clients to use the service.

DOJ showed Spina an email thread with Green regarding straight sales and Account Updater (attached as Exhibit 5). Spina said LimeLight/Sticky is not able to run customer cards from straight sales through Account Updater. When asked if a client interested in running straight sale customer cards through Account Updater is a warning sign, Spina said no. She offered the example that many clients run email campaigns and need good credit card information to be successful.

DOJ displayed a spreadsheet titled "straight 2 month 12-1-2017 (2)(1)(2)(1)(1)(1)(1)" with columns labeled "Order ID," "New Order," "Created By," as well as billing and shipping, partial credit card, and gateway information (attached as Exhibit 6). While some of the columns were familiar to her, Spina said the export from LimeLight does not look like this spreadsheet. For example, the "New Order" column would not appear in the export. The "Created By" column might be a user from the user interface or a name in the Redwood API.⁵ The export might have been modified because the numbers in parentheses are not familiar. Regarding the expiration date column, Spina said the expiration dates were never hidden. Many items have an identification number, such as gateways and campaigns.

"Gateway Processing Percent" (column following Gateway Alias) is often used by clients to determine their revenue. "Gateway Reserve Percent" (column following "Gateway Processing Percent") shows the reserve percentage. "Gateway Descriptor" (column next to "Processor ID") is what appears on a customer's credit card statement describing the charge. Spina said this is usually not just a phone number. Sticky does not control what is displayed.

⁴ One page is attached to represent the spreadsheet.

⁵ Application programming interface

If a client is using Kount, the "Is Fraud" column should indicate Kount's response. As the column on the spreadsheet shows all as "no," Spina thought Redwood did not use Kount.

She confirmed chargeback flagging, such as Line 17 with noted date, and the return authorization in the RMA column.⁶ The "Is Recurring" column would have a date if it was active and would be associated to the most recent order ID. Spina confirmed that because each box in the column was marked as "no," none were active recurring orders. It should display tracking numbers if a product shipped but it also might depend on how the client handled fulfillment. Shipping information might be entered by the client. If there was a fulfillment provider, that company would update Sticky. The "Authorization Number" is from the merchant account.

If a recurring charge failed, the charge will attempt to charge, or "retry," the card four additional times. The "Retry Date" will not be active if "Is Recurring" is not active.

The "Ancestor Order ID" (column following "Blacklisted") is the initial order number that created a subscription. A "Parent" is the order prior to the last order. If there are five orders, the fourth is the "Parent" order. A straight sale will never have an ancestor order number because it is not a subscription.

When asked about orders indicating processing within seconds of each other, Spina said it is possible because there may be many customers on a client's website at a time. She said orders could be placed within seconds by batch if a client imported a CSV containing customer and credit card information, but this is not something Sticky supports.⁷ A client's API could also have a script to bill cards automatically.

DOJ showed Spina a January 22, 2018 email from Green to Jason, Walker, and Navarro containing instructions, that she stated were "per Joanie [sic]" to place a list of orders on continuity without emailing customers an order confirmation (attached as Exhibits 7 and 8, respectively).⁸ She reviewed the email and did not know about the one-month and two-month lines, but said the rest of the instructions made sense and did not raise a red flag. If a client wanted to convert a straight sale to continuity without the initial order, she would recommend those steps. For example, if a customer asked to be placed on continuity following a straight sale order, the client

⁶ Return Merchandise Authorization

⁷ Comma-Separated Values file - a plain text data file

⁸ Several pages attached to represent the spreadsheet

could enter a new order with a card on file. She could not say how often this occurs. When asked where customer consent is recorded, Spina said that in the past, consent was not logged on orders. Last year, the NMI PaySafe gateway enforced the requirement for customer consent. Regarding November 2017 orders re-billed in 2018, this might be a one-time occurrence but should not happen, and would not be normal, as a batch.

DOJ displayed another email from Green to Jason, Walker, and Navarro, also from January 22, 2018, with a spreadsheet of orders (attached as Exhibits 9 and 10, respectively).⁹ When asked about the different set of instructions listed for running the charges, Spina did not know why Green listed these instructions. She said to run this number of new orders individually would require multiple people and would be 'new order card on file' orders, if using the Redwood API. The original straight sale order would not be the parent order and she believed the orders would not be linked.

DOJ displayed an email containing a LimeLight "Case Notification" stating, in part, that the client, with Green listed as the point of contact, reset recurring orders that were not to be reset and requested assistance locating affected orders (attached as Exhibit 11). Spina said clients have mistakenly stopped or changed recurring orders in a batch, though it does not happen often.

DOJ showed Spina the October 27, 2017 email she sent to Green, Jason, and Navarro (attached as Exhibit 12). The attached spreadsheet contained five tabs: "Redwood today rebills," "Reset 1026 excluding 1023 stop," "Rebills from reset orders," "Recurring date 11301999 changed," and "Duplicates" (attached as Exhibit 13).¹⁰ Spina did not remember this scenario but indicated orders mistakenly reset will create duplicates. Sticky no longer allows clients to attempt to salvage recurring orders. Clients should go to the last successful order and re-attempt. Spina said some clients run orders in batches, such as those on the spreadsheet. For example, a gateway might decline the orders. She knows of a client who runs hundreds or thousands of re-attempts every week.

DOJ displayed an email from July 14, 2017 from Jason to Navarro, Spina, Tracy Serrato (Carranza), Walker, Green, and Michael Shvartsman of Salt Payments, containing a thread beginning April 10, 2017 (attached as Exhibit 14). Spina did not remember this issue with Redwood specifically but said there was an integration issue with ShipWorks for months involving

⁹ Three pages are attached to represent the spreadsheet.

¹⁰ Five pages, one per tab, are attached to represent the spreadsheet.

timestamps where orders were left behind, and orders had to be updated manually or through the client's API.

When asked about a letter, dated June 14, 2017, to "Richard" with Vantiv, referencing 6500 shipping failures in March 2017 (attached as Exhibit 15)¹¹, Spina thought it should not have been that many orders. She thought this was a high number.

DOJ showed Spina an email thread from February 13, 2018 in which Green requested Spina pull data on customers and prospects for all Redwood products, including customer and prospect names, emails, and phone numbers (attached as Exhibit 16). Spina remembered Redwood requesting data but did not remember this specifically. A request for this type of information is considered advanced support and requires approval from an authorized representative of the client. Spina said she might complete a simple request, as a courtesy, for a client if there is an issue or the client is unhappy. A prospect is also known as a lead or an abandoned record. Some clients call it a broken basket, describing when a customer attempted to place an order but failed and customer information remained in the system. Some clients collect this information while others do not. If Sticky received the information, it is a prospect.

DOJ asked Spina about a May 16, 2018 email in which Green requested her assistance to pull chargebacks referenced on a spreadsheet (attached as Exhibits 17 and 18, respectively).¹² At first, Spina indicated chargebacks can be difficult to locate in the system because of limited information. After viewing the Redwood spreadsheet, containing chargebacks from 2016 through 2018, Spina was not sure why they asked for the information. She said this would not necessarily be a red flag and would depend on a client's volume compared with chargebacks. For example, some clients have 7000 orders daily.

DOJ showed Spina an email from Walker to Redwood employee Jennifer Lu on April 24, 2018 regarding a gateway limit at 92 percent (attached as Exhibit 19). There is a global monthly maximum with gateways and clients receive notifications at 10 percent for awareness.

When asked about PINless Debit transactions, Spina said it was a provider that processed debit cards only, with the idea that there would be better transaction approval rates and more serious buyers. Customers were not asked for PINs. It was offered for a fee but did not last. Spina did not know

¹¹ Appears to be Richard Drake

¹² Five pages are attached to represent the spreadsheet.

if Redwood had this service. DOJ showed Spina an email Green sent to her on April 17, 2018 (attached as Exhibit 20) stating Redwood was interested and inquiring about the cost. Spina did not know if Redwood signed an agreement for the service.

When asked about the information clients could export from LimeLight, Spina indicated they could pull everything except the full credit card information. Regarding changing expiration dates of credit cards, she said it is a text field that can be changed in the system. Some gateways process using a possible new expiration date. Sticky will not attempt this if a credit card is old.

Spina did not remember the name People United for Christians and "Master Prophet" also did not sound familiar. It is possible Redwood could have used LimeLight for processing. A client can have as many websites as they want linked to the system. Sticky does not allow gambling sites.

She recognized the name Stefan Galluppi but related to another client named Immudyne, not Redwood.

Spina does not have access to her old emails under the LimeLight email address, but she will follow up with Sticky. She will also see if Sticky can determine the percentage of cards Redwood entered manually in the call center.

Christine Reins-Jarin
U.S. Postal Inspector

July 16, 2021

Date

Exhibit 1



Addendum to Standard Service Agreement

This Addendum to Standard Service Agreement (the "Addendum") incorporates by reference, and shall be governed by the terms of the Standard Service Agreement between Client and Lime Light CRM (the "Agreement"). All terms defined in the Agreement shall have the same meaning when used herein.

1. Additional Services

Lime Light CRM provides a variety of competitively priced, value added services in order to enhance your business. These services are fully integrated into Lime Light CRM, including reporting functionality directly within the Lime Light console. Payment terms and conditions are subject to the Agreement, and the terms and conditions included in any user agreement for the specific services requested. The term "Services" as used in the Agreement shall include any additional services selected pursuant to this Addendum.

Please select the service that you wish to enroll in.

PAYMENT GATEWAY:

Access high-availability, secure payment gateway services and connect to the hundreds of processors or acquirers of your choice, accept digital-based payments from consumers in a variety of countries and territories and get consolidated reporting across processors and payments.

** Please complete the Payment Gateway Setup Form attached below and email a completed VAR sheet for each MID you intend to use (obtained from your bank or ISO) to support@limelightcrm.com. Please also note that the Gateway provider will require your acceptance of additional terms and conditions as part of the enrollment process, and final activation of this service is conditioned on such acceptance. No fees for this service shall be charged until the service has been activated.*

Gateway Merchant Account

Set-up Fee: Waived
Monthly Fee (Per Merchant MID): \$10.00
Transaction Fee: \$0.10

☐

Please complete Sections 2 & 3 Below

Gateway Reseller Account

Set-up Fee: Waived
Monthly Fee (Per Merchant MID): \$7.00
Transaction Fee: \$0.07

☐

Please complete Section 4 Below

LIME LIGHT 3D VERIFY:

Shift the liability of a potential chargeback on your first rebill, away from your merchant account and directly to the issuing bank, with this seamless addition to your new initial checkout process.

[Help Desk Link](#)

** There is no setup form for this service, however, once the service is enabled, you will need to select which Gateway IDs you would like to be activated with this functionality within the Lime Light console. If you are going to be enabling a substantial number of Gateway IDs, please engage our team for further assistance as we can help accomplish this task very efficiently for you.*

3D Verify Costs per Initial:

Set-up Fee: Waived
LimeLight portfolio Gateway Account: \$0.10
Non-LimeLight Gateway Account: \$0.15

☐

Please complete Section 2 Below

Addendum Authorized Signatures:

Client Signature: _____ Date: _____

Lime Light CRM Signature: _____ Date: _____

Agreement prepared for RUNAWAY PRODUCT / PROLONGZ



FRAUD PROTECTION – MANAGED SERVICE:

In conjunction with Kount, Inc., we offer comprehensive, all-in-one fraud solution services. These services increase fraud visibility, and help online merchants simplify fraud detection and dramatically improve bottom line profitability.

Managed service includes a dedicated support representative providing on-going, active oversight of your rules, and ad hoc assistance or investigations as needed.

[Help Desk Link](#)

*** Please complete the Fraud Protection Setup Form attached below. Please also note that Kount, Inc. will require your acceptance of additional terms and conditions as part of the enrollment process, and final activation of this service is conditioned on such acceptance. No fees for this service shall be charged until the service has been activated.**

Managed Anti-Fraud Service

Set-up Fee: Waived

Monthly Fee: \$250

Per Transaction Fee: \$0.06



Please complete Sections 2 & 5 Below

ACCOUNT UPDATER:

Reduce the risk of losing revenue by ensuring that the card data on file is the most up to date and accurate. Account Updater lets you stay updated with changes made to your stored customer card data.

[Help Desk Link](#)

*** Please complete the Account Updater Setup Form attached below. No fees for this service shall be charged until the service has been activated. Client represents and warrants that Client's activity, including the installation, configuration and use of Account Updater services, shall conform in all material respects to Lime Light CRM's rules and terms of use communicated to Client (either directly or through posts on Lime Light CRM's website. Furthermore, Client warrants that their products do not infringe on or violate the intellectual property rights of any third party and will not contain any content which violates any applicable law, regulation or third party right. Client disclaims Lime Light CRM and the Account Updater solution provider from any liability for indirect, incidental, consequential, special or exemplary damage, and agrees to limit any direct damages in the aggregate, under any legal or equitable theory, to fees paid by Client for Account Updater services during the six month period prior to the date the cause of action arose.**

Account Updater Service

Set-up Fee: Waived

Monthly Fee: \$500

Per Card Update Match: \$5.00



Please complete Sections 2 & 6 Below

Addendum Authorized Signatures:

Client Signature:  Date: 9/7/17

Lime Light CRM Signature: _____ Date: _____

Agreement prepared for RUNAWAY PRODUCT / PROLONGZ



eDIGITAL – CHARGEBACK REDUCTION PROGRAM:

Reduce chargeback ratios up to 50% by including eDigital Chargeback Reduction Programs on your sales funnels. Fully managed by LimeLight, this proven program drives revenue while balancing processing account ratios.

[Help Desk Link](#)

***Please complete the eDigital Programs Setup Form below to activate this service provided exclusively to Lime Light CRM customers. Client disclaims Lime Light CRM and eDigital Programs from any liability for indirect, incidental, consequential, special or exemplary damage, and agrees to limit direct damages in the aggregate, under any legal or equitable theory, to the amount of fees received by the eDigital Programs solution provider for eDigital Program services provided to Client during the six month period prior to the date the cause of action arose.**

eDigital Program
Set-up Fee: Waived
Monthly Fee: None
\$1.97 Transaction Revenue
Merchant keeps \$1.00
Program costs \$0.97 per transaction

☐

Please complete Sections 2 & 7 Below

TRANSACTION SELECT

Protect your business by utilizing the data LimeLight has on your potential clients! Have us manage the service for you or chose to tweak and control of your self. There is also an Analytics Dashboard to support this service, as well as the ability to run it in TEST MODE – and analyze potential results.

[Help Desk Link](#)

The Managed version leverages LimeLight's proprietary algorithm to block undesirable customers in the most efficient and effective manner. This algorithm has been designed by our Data Science team to maximize the protection of your business and limit possible negative effects to conversions. With the Managed version, you simply turn the feature on, assign campaigns, and our blackbox algorithm does all the hard work. Our recommended settings will maximize CLTV and Rebill Rate to the highest potential!

The Self-Managed version allows you to customize six thresholds however you feel is best for your business to avoid customers with bad history. Both customer and BIN thresholds pertaining to Chargebacks, Refunds, and/or In-Trial Cancels are available along with the ability to disable/enable each threshold allows for full customization. Combine multiple thresholds for custom profile!

Transaction Select Managed Service
\$5.00 Per Blocked Transaction
Managed Service: \$500 / Month

Please complete Section 2 Below

☐

Transaction Select Self Service
\$5.00 Per Blocked Transaction
Self Managed: Waived Monthly Fee

Please complete Section 2 Below

☐

Addendum Authorized Signatures:

Client Signature: _____ Date: _____

Lime Light CRM Signature: _____ Date: _____

Agreement prepared for RUNAWAY PRODUCT / PROLONGZ



2. Payment Options

Payment terms and conditions are subject to Lime Light CRM's Standard Service Agreement. Please note the payment method selected will be used for payment for all services provided under the Standard Service Agreement and this Addendum, taking effect with the next billing cycle after execution of this Addendum.

☐ **ACH**

Client hereby authorizes Lime Light CRM. to process all amounts owed under the Standard Service Agreement by ACH debit to Client's account listed below.

1. **Print & Complete** the form below.
2. **Email** a scanned copy of your Voided Check or Bank Letter to billings@limelightcrm.com

MERCHANT BANKING INFORMATION

Account Number:

Routing Number (if US Bank):

Transit Number (if CAD Bank):

Bank Number/IBAN (if CAD or Foreign Bank)

SWIFT (if International Bank):

☐ **Credit Card**

*All credit card payments are subject to a 4% processing fee and \$25 surcharge for denied charges.

1. **Print & Complete** this form.
2. **Authorize** Lime Light CRM to charge your credit card by signing below.

CREDIT CARD INFORMATION

Name: Same on file

Contact Name (if business):

Phone Number:

Address:

City:

State:

Zip Code:

Country:

Name as it appears on the credit card:

Card Number:

Expiration Date:

CVV2 Code:

The 3 or 4-digit number on front or back of credit card

I hereby authorize Lime Light CRM to charge my credit card account provided above (and any renewal card issued for such account) for amounts due each month for services provided in accordance with my Standard Service Agreement, as may be amended. I understand that I will receive a sales receipt with the amount billed on a recurring basis and I agree to have automatic charges made to my credit card account.

I also agree to pay these charges according to the card issuer agreement.

Cardholder's Signature

Date

(Domestic)



3. Payment Gateway Merchant Account – Setup Form

Please complete the following form in order to activate Payment Gateway Merchant Account services.

PAYMENT GATEWAY SETUP			
Company Name:			
Company Contact Name (First and Last):		Company Contact Phone Number:	
Company Contact Email:		Billing Descriptor (Must match what processor has):	
Business Address:			
City:	State:	Zip Code:	Country:
Website Address:			
Customer Service Phone Number:		Customer Support Email (for Gateway Reporting):	
Select types of cards that you will be accepting:	<input type="checkbox"/> Visa	<input type="checkbox"/> Master Card	
	<input type="checkbox"/> American Express	<input type="checkbox"/> Discover	
Load Balance is a service included with your Lime Light Payment Gateway; Check the box YES if you want to use it between your MIDs.			<input type="checkbox"/> YES <input type="checkbox"/> NO
If you have indicated YES to Load Balance, please specify how would you like to have it set up?			

Processor Information	
Processor Name:	Platform:
Max. Ticket Amount:	Max. Monthly Volume per MID:
Merchant Category Code:	

Along with this completed form, please provide the VAR sheet/Set Up Form that your bank or ISO provided you with your Merchant Identification details, including Volume and your Maximum Ticket Amount. The VAR sheet from your bank will be required for each and every single Merchant ID you intend to use. The VAR sheet can be emailed to support@limelightcrm.com or submitted along with this addendum by email.

The Payment Gateway will cover all your AVS address verification, CVV authentication, and load balancing requirements.



4. Payment Gateway Reseller Account – Setup Form

Reseller Account Setup Information			
<i>Reseller Business Name:</i>			
<i>City:</i>	<i>State/Province:</i>	<i>Zip/Postal Code:</i>	<i>Country:</i>
<i>Website Address:</i>			
<i>Timezone:</i>			

Reseller Contact Information
<i>Name(s):</i>
<i>Phone Number(s):</i>
<i>Email(s):</i>

Reseller Commissioning Information
<i>Account Number:</i>
<i>Routing/ABA Number:</i>
<i>Legal Name of Business: (This must match banking information provided above)</i>
<i>Business Type: (This must match banking information provided above)</i>
<i>Tax ID: (This must match banking information provided above)</i>

Service fees will not begin until at least one Merchant account is setup and begun processing.



5. Fraud Protection – Setup Form

Please complete the following form in order to activate Fraud Protection services. This information should be related to your existing Lime Light CRM License name.

FRAUD PROTECTION SETUP			
<i>Merchant Name:</i>			
<i>Merchant MCC or Vertical:</i>		<i>Fraud Contact Name:</i>	
<i>Fraud Contact Phone Number:</i>		<i>Fraud Contact Email:</i>	
<i>Business Address:</i>			
<i>City:</i>	<i>State:</i>	<i>Zip Code:</i>	<i>Country:</i>
<i>Current Chargeback Rate:</i>			
<i>Estimated New Initials Per Month:</i>			

Service fees will not begin until the first transaction has been sent to Kount.



6. Account Updater – Setup Form

Please complete the following form in order to apply for Account Updater services.

MERCHANT ACCOUNT INFORMATION	
Merchant's Legal Name: Redwood Scientific Technologies, Inc.	
Merchant's DBA: Redwood Scientific Technologies, Inc.	
Merchant's Address: 820 N. Mountain Ave. Suite 100, Upland CA 91786	
Merchant's Website URL: www.tbxfree.com	
Visa MCC (Merchant Category Code)*:	
Describe Product Sold: Homeopathic OTC stop smoking aid	
Average Price: \$49.95	
Monthly Credit Card Volume (\$): \$500,000	
Payment Types Accepted: AMEX, VISA, MC, Discover	
Type of Biller:	<input checked="" type="checkbox"/> Recurring (regular billing cycle) What is your Billing Frequency? <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Annually <input type="checkbox"/> On Demand (account is stored for "occasional" use) <input type="checkbox"/> Both

* Merchants with MCC's 5962, 5966, 5967 or 7995 may NOT enroll with Visa. MasterCard has no restriction on MCC's.

MERCHANT CONTACT INFORMATION	
Business Contact:	
First Name: Jason	Last Name: Cardiff
Title: President - Owner	Phone Number: 310-693-5401
Mobile Number:	Fax Number:
Email Address: jason@redwoodsci.com	



Technical Contact:

First Name: Gus

Last Name: Navarro

Title: Senior Programmer

Phone Number: 310-693-5401

Mobile Number:

Fax Number:

Email Address: gus@redwoodscientific.co

Merchant ACCOUNT INFORMATION

Acquiring Bank Name:	Processor Name:	Gateway MID:
Vantiv	Vantiv	9280236

PCI DSS COMPLIANCE:

As mandated by Visa and MasterCard, proof of PCI Compliance must be provided with this form prior to enrollment in Account Updater.

All proof of compliance must reflect the name of the merchant enrolling in the service.

Acceptable proof of PCI DSS compliance:

Level 1	<ul style="list-style-type: none"> Attestation of Compliance (AOC) completed and signed by a Qualified Security Assessor (QSA)
Level 2, 3 or 4	<p>Option 1</p> <ul style="list-style-type: none"> Attestation of Compliance (AOC) completed and signed by authorized company executive. <p>Option 2</p> <ul style="list-style-type: none"> Signed Certificate of compliance produced by Authorized Scanning Vendor (ASV) (Must include Self-Assessment Questionnaire and network vulnerability Scan expiration dates) <p>Option 3</p> <ul style="list-style-type: none"> Self-Assessment Questionnaire (SAQ) signed by authorized company executive Network vulnerability Scan Report from ASV

If you do not have an acceptable proof of PCI DSS Compliance, our support team would be happy to help you run a scan completely free of charge. In order to do so, we require a VAR SHEET for the applicable Merchant Account. Please submit with your addendum.



7. eDigital Program – Setup Form

LimeLight collects \$0.97 per transaction to provide and manage the chargeback reduction solution – while the client keeps the remaining \$1.00 for the total \$1.97 charge to the cardholder on a monthly subscription basis.

Client agrees LimeLight will bill for this service weekly, providing a weekly statements to client and withdrawing the associated fees via ACH/CC from account on file or provided above.

Terms and Conditions:

Advertiser agrees to follow all terms and conditions outlined by eDigital including but not limited to: digital content must only be used withing Lime Light CRM for eDigital Transaction and may not be re-sold, re-purposed or copied in any form or manner.

Please select all Vertical Market(s) you would like to have access to with this program?

Diet / Weightloss <input type="checkbox"/>	Skin / Beauty <input type="checkbox"/>
Muscle / Fitness <input type="checkbox"/>	Brain / Memory <input type="checkbox"/>

Required Information:

Owner Contact information:	
<i>Name:</i>	<i>Mobile / Phone Number:</i>
<i>Email Address:</i>	<i>Lime Light License / Domain:</i>
Technical Contact information:	
<i>Name:</i>	<i>Mobile / Phone Number:</i>
<i>Email Address:</i>	<i>Sample Sales Funnel Page Link:</i>

To derive the absolute best results from this program, it is imperative that proper presentation of the additional fee/transaction to the customer is displayed in a clear, repetitive fashion throughout the checkout process – please see the below guides to help you accomplish this.

eDigital and Lime Light CRM have teamed up to share a thorough integration guide to help this development process:

http://help.limelightcrm.com/hc/en-us/article_attachments/115005160646/eDigital_Merchant_Integration_Guide.pdf

For further assistance, please see our helpdesk file:

<http://help.limelightcrm.com/hc/en-us/articles/115001491946-Configuring-eDigital>

Exhibit 2

From: [Julie Green](#)
To: [Jason Cardiff](#)
Cc: [Eunjung Cardiff](#); [Gus Navarro](#); [Danielle Cadiz](#)
Subject: Re: Recurring Charge
Date: Monday, November 13, 2017 11:28:17 AM

After investigating and speaking with Eunjung,

I will do the following to see if we can decrease our decline rate

1. have limelight make our account updater filter as lenient as possible rather than updating cards just 30 days back.
2. have limelight rerun ONLY november declines
3. I will check daily the decline rate if it is above 10% I will email all of us on this list

Cascade gateway was changed from RMS to Humboldt due to high level of declines

11/11/2017 Humboldt 68.7% decline

11/12/2017 Humboldt 70.6% decline

11/13/2017 Humboldt 77% decline

Account Updater is not updating very many cards of 29 send over on one campaign only 2 were sent back updated on 11/11/17

--speaking to Joanny at limelight regarding the account updater and set filters.

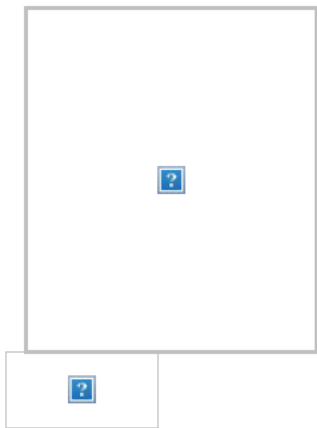
September we removed 3 month subscription moving forward for new orders for both epep and tbx which may account for some lower subscription numbers in November.

This is the **forecast for the remainder of November for subscriptions**. The only day 3 month reset was touched was November 11, 2017 and January 26, 2018

11/11/2017- 100 subscriptions / 67 declines / approved = \$4299.85 --10/11/2017 - 173 subscriptions / 73 declines / approved = \$8,158.25 --9/11/2017 - 177 subscriptions / 74 declines / approved = \$7,583.04
11/12/2017 - 87 subscriptions / 56 declines / approved = \$3658.36 -- 10/12/2017 - 133 subscriptions / 49 declines / approved = \$6,607.16 --9/12/2017 - 187 subscriptions / 70 declines / approved = \$8,929.50
11/13/2017 - 108 subscriptions / 68 declines / approved = \$4530.89 -- 10/13/2017 - 151 subscriptions / 50 declines / approved = \$8,485.29 --9/13/2017 - 175 subscriptions / 71 declines / approved = \$7,972.12
11/14/2017 - 118 subscriptions / projected rev = \$8,342.43 -- 10/14/2017 - 134 subscriptions / 42 declines / approved = \$7,036.73 --9/14/2017 - 147 subscriptions / 87 declines / approved = \$6,513.88
11/15/2017 - 106 subscriptions / projected rev = \$7,979.95
11/16/2017 - 128 subscriptions / projected rev = \$9,896.92
11/17/2017 - 120 subscriptions / projected rev = \$8,635.28
11/18/2017 - 119 subscriptions / projected rev = \$8,369.36
11/19/2017 - 105 subscriptions / projected rev = \$7,630.09
11/20/2017 - 108 subscriptions / projected rev = \$8,152.96
11/21/2017 - 113 subscriptions / projected rev = \$9,608.81
11/22/2017 - 129 subscriptions / projected rev = \$10,057.02
11/23/2017 - 95 subscriptions / projected rev = \$7,050.48
11/25/2017 - 155 subscriptions / projected rev = \$13,105.65
11/26/2017 - 104 subscriptions / projected rev = \$8,924.08
11/27/2017 - 108 subscriptions / projected rev = \$8,819.03
11/28/2017 - 121 subscriptions / projected rev = \$9,485.39
11/29/2017 - 83 subscriptions / projected rev = \$6,175.06
11/30/2017 - 110 subscriptions / projected rev = \$8,627.87

On Mon, Nov 13, 2017 at 7:50 AM, Jason Cardiff <jason@redwoodsci.com> wrote:
Julie fix this ASAP

Jason Cardiff



President and Chief Executive Officer

Additional contacts Personal Assistant

Sahvanah Beagle: [909-217-5973](tel:909-217-5973)

Redwood Scientific Technologies

www.RedwoodSci.com

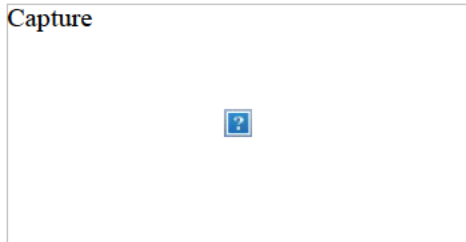
[250 W. First Street, Suite 310](#)

Claremont, CA 91711

Office: [310-693-5401](tel:310-693-5401)

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On Nov 13, 2017, at 7:50 AM, Eunjung Cardiff <eunjung@redwoodsci.com> wrote:

Today is very low as well- it is about half as it should be all weekend and today

<4528DDDE-7000-453A-AAA8-6800CC7E227E.png>

Eunjung Cardiff

Chief Operating Officer

Direct: [646-526-3840](tel:646-526-3840)

Additional contacts Personal Assistant:

Sahvanah Beagle [\(909\) 344 4964](tel:909-344-4964)

Redwood Scientific Technologies

www.RedwoodSci.com

eunjung@redwoodSci.com



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From: Jason Cardiff <jason@redwoodsci.com>

Date: Sunday, November 12, 2017 at 10:27 AM

To: Eunjung Cardiff <eunjung@redwoodsci.com>

Cc: Julie Green <julieg@redwoodscientific.co>, Gus Navarro <gus@redwoodscientific.co>, Danielle Cadiz <danielle@redwoodscientific.co>

Subject: Re: Recurring Charge

Julie

We need to look at the reoccurring somethings has gone wrong and I think the cancelation work you did Thursday you cancelled the wrong people

Jason Cardiff

President and Chief Executive Officer

Additional contacts Personal Assistant

Sahvanah Beagle: [909-217-5973](tel:909-217-5973)

Redwood Scientific Technologies

www.RedwoodScientific.co

250 W. First Street. Suite 310
Claremont, CA 91711

signatures



On Nov 12, 2017, at 10:25 AM, Eunjung Cardiff <eunjung@redwoodsci.com> wrote:

Have been extremely low all weekend

There must be some pre mature cancellations that we initiated

Julie please double check first thing Monday AM

<4528DDDE-7000-453A-

AAA8-

6800CC7E227E[119].png>

Eunjung Cardiff

Chief Operating Officer

Direct: [646-526-3840](tel:646-526-3840)

Additional contacts Personal Assistant:

Sahvanah Beagle (909) 344 4964

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www.RedwoodSci.com

eunjung@redwoodSci.com



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--



Julie Green

Redwood Scientific Technologies

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Direct: 424-248-2711

Fax: [800-683-8081](tel:800-683-8081)

“Every new level of life will demand a different version of you.”



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Exhibit 3

From: [Joanny Spina](#)
To: [Gus Navarro](#)
Subject: Re: Limelight questions
Date: Monday, November 13, 2017 3:46:54 PM

Hi Gus,

Good day!

I spoke with Julie today, she had a couple of questions about Account Updater also, specifically regarding the "Order Age Limit" field from the configuration, and also in regards of some declines you were getting and she wanted to know if they had any relationship to Account Updater.

Did you have other questions in addition to the above?

Please let me know, thank you!



Joanny Spina
CLIENT SUPPORT MANAGER
O +1 (800) 455 - 9645 x104
jspina@limelightcrm.com

5102 W Laurel Street, #500
Tampa, FL 33607
limelightcrm.com

On Mon, Nov 13, 2017 at 3:11 PM, Gus Navarro <gus@redwoodscientific.co> wrote:

Hello Joanny,

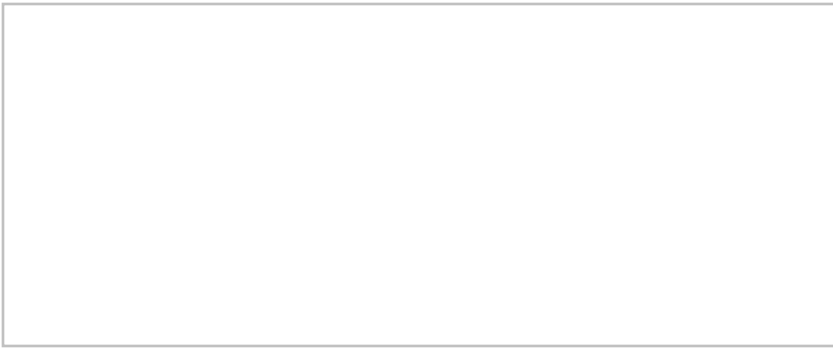
we need your help with some account updater questions

can we have a call with you.

Gus Navarro
Senior Programmer / IT
Redwood Scientific Technologies
www.RedwoodScientific.co

Office: [310-693-5401](tel:310-693-5401) X1202

Direct: [\(424\)205-6918](tel:4242056918)



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Exhibit 4

Exhibit 5

From: [Julie Green](#)
To: [Joanny Spina](#)
Subject: Re: Previous Orders Thru Account Updater
Date: Tuesday, March 27, 2018 3:19:49 PM

Ok Thank you

On Tue, Mar 27, 2018 at 2:55 PM, Joanny Spina <jspina@limelightcrm.com> wrote:
Hi Julie,

If they are straight sales then we wouldn't be able to run them through Account Updater unfortunately, the logic behind this integration requires an active subscription associated to the card in order for the system to run an Account Updater check on it.

I apologize for the inconvenience.



Joanny Spina
MANAGER OF OPERATIONS & CLIENT SUPPORT
O [+1 \(800\) 455 - 9645 x104](tel:+18004559645)
jspina@limelightcrm.com

[2502 N Rocky Point Drive, #145](#)
[Tampa, FL 33607](#)
limelightcrm.com

On Tue, Mar 27, 2018 at 3:22 PM, Julie Green <julieg@redwoodscientific.co> wrote:
Hi Joanny,
These are actually straight sales and are older data prior to august

On Tue, Mar 27, 2018 at 9:37 AM, Joanny Spina <jspina@limelightcrm.com> wrote:
Hi Julie,

If the orders are active, meaning they have a next recurring date scheduled in the future, then the LimeLight system will automatically send them to Account Updater before their next recurring charge.

Is there anything different about this list of orders that you're referring to that would prevent them from being sent to Account Updater?

Please advise, I'd like to make sure we're not overlooking anything here.

Sincerely,



Joanny Spina
MANAGER OF OPERATIONS & CLIENT SUPPORT
O [+1 \(800\) 455 - 9645 x104](tel:+18004559645)
jspina@limelightcrm.com

[2502 N Rocky Point Drive, #145](#)
[Tampa, FL 33607](#)
limelightcrm.com

On Mon, Mar 26, 2018 at 4:02 PM, Julie Green <julieg@redwoodscientific.co> wrote:

Hello,

Would we be able to supply you with a list of previous successful orders and have you run them thru the account updater?

--



Julie Green

Redwood Scientific Technologies

www.redwoodscientific.co

Office: [310-693-5401](tel:310-693-5401)

Direct: [909-243-1310](tel:909-243-1310)



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--



Julie Green

Redwood Scientific Technologies

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--

Julie Green

Redwood Scientific Technologies

www.redwoodscientific.co

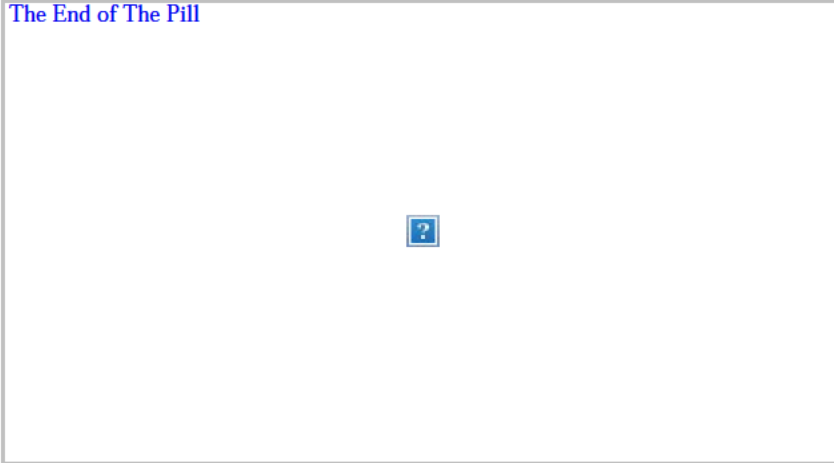
Office: [310-693-5401](tel:310-693-5401)



Direct: 909-243-1310



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Exhibit 6

#4657

Order Id	New Order	Created By	Bill City	Bill St	Bill Zip	Bill Country
901338	922582	Vaughn (1	Baltimore	MD	21214	United Stat
901227	922583	IT	Gulf Breeze	FL	32563	United Stat
901335	922584	Ryan (18)	Duarte	CA	91010	United Stat
901268	922585	George (5)	drew	MS	38737	United Stat
901240	922586	George (5)	Port Charlott	FL	33954	United Stat
901739	DECLINED	IT	Riverside	CA	92503	United Stat
901553	922588	Edgar (23)	Granite City	IL	62040	United Stat
901550	922589	Anthony (Oxford	CT	6478	United Stat
901745	922590	IT	Atlanta	TX	75551	United Stat
902093	N/A	IT	Forest Park	GA	30297	United Stat
902082	DECLINED	IT	Stafford	VA	22556	United Stat
902025	922592	Anthony (Atoka	OK	74525	United Stat
902022	DECLINED	Blake (11)	Standish	ME	4084	United Stat
901836	922594	Patrick Bur	New Waverly	TX	77358	United Stat
902019	922595	IT	Hammonton	NJ	8037	United Stat
901831	N/A	Patrick Bur	Caldwell	ID	83607	United Stat
902098	N/A	Vaughn (1	Houston	TX	77049	United Stat
901998	N/A	Anthony (Hogansville	GA	30230	United Stat
901989	922598	Daniel Mo	Gaylord	CA	49734	United Stat
902370	922599	IT	Chicago	IL	60657	United Stat
902800	922600	IT	Prescott Valle	AZ	86315	United Stat
902728	922601	IT	Norton Shore	MI	49444	United Stat
902502	922602	Patrick Bur	Red Oak	IA	51566	United Stat
902705	922603	Jacob (20)	rainelle	WV	25962	United Stat
902632	N/A	Edgar (23)	ASTORIA	NY	11103	United Stat
902607	922604	Jacob (20)	Hartford	CT	6112	United Stat
903081	922605	IT	Greenfield	IN	46140	United Stat
903075	922606	George (5)	Sun City Wes	AZ	85375	United Stat
903042	N/A	IT	North Charle	SC	29406	United Stat
903026	922608	Anthony (Powder Sprin	GA	30127	United Stat
903113	N/A	Ryan (18)	homer	AK	99603	United Stat
903030	922609	Anthony (HELENA	CA	43435	United Stat
902891	922610	Shane (7)	Gowanda	NY	14070	United Stat
903562	922611	Vaughn (1	Valley Spring	CA	95252	United Stat
903569	922612	Vanessa Sc	Danville	VA	24540	United Stat
903859	922613	Ryan (18)	Kingston	MA	2364	United Stat
903749	DECLINED	Jacob (20)	PLYMOUTH	CA	95669	United Stat
904022	922615	IT	Key Biscayne	FL	33149	United Stat
904010	922616	Edgar (23)	Harvey	LA	70058	United Stat
903939	DECLINED	Edgar (23)	ORMOND BE	FL	32175	United Stat
904121	922618	Anthony (ABILA BEACH	CA	93424	United Stat
904052	922620	Anthony (olton	TX	79064	United Stat
904013	922621	Jacob (20)	Sebastian	FL	32976	United Stat
904388	922622	IT	Doylestown	PA	18902	United Stat
904337	922623	Anthony (Alvin	TX	77511	United Stat
904328	922624	Anthony (Birmingham	AL	35206	United Stat
904382	922625	Anthony (Gap Mills	WV	24941	United Stat

#4658

Ship City	Ship State	Ship Zip	Ship Count
Baltimore	MD	21214	United Stat
Gulf Breeze	FL	32563	United Stat
Duarte	CA	91010	United Stat
drew	MS	38737	United Stat
Port Charlc	FL	33954	United Stat
Riverside	CA	92503	United Stat
Granite Cit	IL	62040	United Stat
Oxford	CT	6478	United Stat
Atlanta	TX	75551	United Stat
Forest Park	GA	30297	United Stat
Stafford	VA	22556	United Stat
Atoka	OK	74525	United Stat
Standish	ME	4084	United Stat
New Wave	TX	77358	United Stat
Hammontc	NJ	8037	United Stat
Caldwell	ID	83607	United Stat
Houston	TX	77049	United Stat
Hogansville	GA	30230	United Stat
Gaylord	CA	49734	United Stat
Chicago	IL	60657	United Stat
Prescott V	AZ	86315	United Stat
Norton Shc	MI	49444	United Stat
Red Oak	IA	51566	United Stat
rainelle	WV	25962	United Stat
ASTORIA	NY	11103	United Stat
Hartford	CT	6112	United Stat
Greenfield	IN	46140	United Stat
Sun City W	AZ	85375	United Stat
North Char	SC	29406	United Stat
Powder Sp	GA	30127	United Stat
homer	AK	99603	United Stat
HELENA	CA	43435	United Stat
Gowanda	NY	14070	United Stat
Valley Sprir	CA	95252	United Stat
Danville	VA	24540	United Stat
Kingston	MA	2364	United Stat
PLYMOUTH	CA	95669	United Stat
Key Biscayr	FL	33149	United Stat
Harvey	LA	70058	United Stat
ORMOND E	FL	32175	United Stat
ABILA BEAC	CA	93424	United Stat
olton	TX	79064	United Stat
Sebastian	FL	32976	United Stat
Doylestown	PA	18902	United Stat
Alvin	TX	77511	United Stat
Birmingham	AL	35206	United Stat
Gap Mills	WV	24941	United Stat

Ship Phone	Ship Email	Ship Methc	Ship Methc	Ship Group	Ship Group	Ship Price	Weight	Delivery Cc	Signature C	Non Taxabl
4.1E+09	410426282	Free Shippi	Free Shippi	Priority Ma	PRIORITY	0	5	NO	NO	159.95
8.5E+09	interlayers	USPS - First	USPS - First	First Class I	FIRST	9.95	5	NO	NO	169.9
6.3E+09	kimberlyfo	USPS - First	USPS - First	First Class I	FIRST	9.95	5	NO	NO	169.9
6.6E+09	662719975	Free Shippi	Free Shippi	Priority Ma	PRIORITY	0	5	NO	NO	159.95
9.4E+09	941624495	Free Shippi	Free Shippi	Priority Ma	PRIORITY	0	5	NO	NO	159.95
9.5E+09	allentw519	USPS - First	USPS - First	First Class I	FIRST	9.95	5	NO	NO	169.9
618-451-06	618451069	Free Shippi	Free Shippi	Priority Ma	PRIORITY	0	5	NO	NO	159.95
2E+09	203240646	USPS - First	USPS - First	First Class I	FIRST	9.95	5	NO	NO	169.9
9E+09	Kencself@r	Free Shippi	Free Shippi	Priority Ma	PRIORITY	0	5	NO	NO	159.95
4.7E+09	sagundake	Free Shippi	Free Shippi	Priority Ma	PRIORITY	0	5	NO	NO	159.95
5.4E+09	540657905	Free Shippi	Free Shippi	Priority Ma	PRIORITY	0	5	NO	NO	159.95
5.8E+09	MCCLENDC	USPS - First	USPS - First	First Class I	FIRST	9.95	5	NO	NO	169.9
2.1E+09	lauralehma	Free Shippi	Free Shippi	Priority Ma	PRIORITY	0	5	NO	NO	159.95
936-828-61	936-828-61	USPS - First	USPS - First	First Class I	FIRST	9.95	5	NO	NO	169.9
609-561-07	mrsups1@	Free Shippi	Free Shippi	Priority Ma	PRIORITY	0	5	NO	NO	159.95
208-459-1C	208-459-1C	USPS - First	USPS - First	First Class I	FIRST	9.95	5	NO	NO	169.9
8.3E+09	832756373	USPS - First	USPS - First	First Class I	FIRST	9.95	5	NO	NO	169.9
7.1E+09	ELMAHYAT	USPS - First	USPS - First	First Class I	FIRST	9.95	5	NO	NO	169.9
989-732-55	SUZANNAH	USPS - First	USPS - First	First Class I	FIRST	9.95	5	NO	NO	169.9
7.7E+09	annebeebe	Free Shippi	Free Shippi	Priority Ma	PRIORITY	0	5	NO	NO	159.95
402-650-9C	dzgz77@ac	Free Shippi	Free Shippi	Priority Ma	PRIORITY	0	5	NO	NO	159.95
9.5E+09	deb.goldby	Free Shippi	Free Shippi	Priority Ma	PRIORITY	0	5	NO	NO	159.95
712-204-63	712-204-63	USPS - First	USPS - First	First Class I	FIRST	9.95	5	NO	NO	169.9
3E+09	jean.holley	USPS - First	USPS - First	First Class I	FIRST	9.95	5	NO	NO	169.9
347-537-95	347537951	Free Shippi	Free Shippi	Priority Ma	PRIORITY	0	5	NO	NO	159.95
8.6E+09	860372051	USPS - First	USPS - First	First Class I	FIRST	9.95	5	NO	NO	169.9
317-250-46	rwiliams15	USPS - First	USPS - First	First Class I	FIRST	9.95	5	NO	NO	169.9
6.2E+09	623584707	Free Shippi	Free Shippi	Priority Ma	PRIORITY	0	5	NO	NO	159.95
(229) 347-3	passionlily	Free Shippi	Free Shippi	Priority Ma	PRIORITY	0	5	NO	NO	159.95
7.7E+09	770337841	Free Shippi	Free Shippi	Priority Ma	PRIORITY	0	5	NO	NO	159.95
9.1E+09	almond@a	Free Shippi	Free Shippi	Priority Ma	PRIORITY	0	5	NO	NO	159.95
4.2E+09	419559766	USPS - First	USPS - First	First Class I	FIRST	9.95	5	NO	NO	169.9
716-532-56	AWSHRN05	USPS - First	USPS - First	First Class I	FIRST	9.95	5	NO	NO	169.9
2.1E+09	209772319	Free Shippi	Free Shippi	Priority Ma	PRIORITY	0	5	NO	NO	159.95
4.3E+09	434792110	Free Shippi	Free Shippi	Priority Ma	PRIORITY	0	5	NO	NO	159.95
3.4E+09	339832475	Free Shippi	Free Shippi	Priority Ma	PRIORITY	0	5	NO	NO	159.95
2.1E+09	209245376	USPS - First	USPS - First	First Class I	FIRST	9.95	5	NO	NO	169.9
305-458-75	karinaspen	Free Shippi	Free Shippi	Priority Ma	PRIORITY	0	5	NO	NO	159.95
504-427-14	504427145	USPS - First	USPS - First	First Class I	FIRST	9.95	5	NO	NO	169.9
386-237-01	386237014	Free Shippi	Free Shippi	Priority Ma	PRIORITY	0	5	NO	NO	159.95
8.1E+09	RHJOHANN	USPS - First	USPS - First	First Class I	FIRST	9.95	5	NO	NO	169.9
8.1E+09	806240697	USPS - First	USPS - First	First Class I	FIRST	9.95	5	NO	NO	169.9
3.2E+09	PAMMY126	USPS - First	USPS - First	First Class I	FIRST	9.95	5	NO	NO	169.9
2.2E+09	musticalwi	Free Shippi	Free Shippi	Priority Ma	PRIORITY	0	5	NO	NO	159.95
2.8E+09	281585968	USPS - First	USPS - First	First Class I	FIRST	9.95	5	NO	NO	169.9
2.1E+09	KMEANS99	USPS - First	USPS - First	First Class I	FIRST	9.95	5	NO	NO	169.9
3E+09	304772563	USPS - First	USPS - First	First Class I	FIRST	9.95	5	NO	NO	169.9

#4660

Taxable To	Sub Total	Sales Tax P	Sales Tax F	Order Total	Date of Sale	Time of Sale	Tracking Number	Payment	Campaign ID	Customer ID
0	159.95	0	0	159.95	12/1/2017	7:01 PM	9.40E+21	AMEX	88	203727
0	159.95	0	0	169.9	12/1/2017	8:23 AM	9.40E+21	Visa	171	203696
0	159.95	0	0	169.9	12/1/2017	6:45 PM	9.40E+21	Mastercard	88	203725
0	159.95	0	0	159.95	12/1/2017	12:18 PM	9.40E+21	Visa	88	203709
0	159.95	0	0	159.95	12/1/2017	9:02 AM	9.40E+21	Visa	88	203700
0	159.95	0	0	169.9	12/2/2017	3:50 PM	9.40E+21	Visa	171	203811
0	159.95	0	0	159.95	12/2/2017	5:07 AM	9.40E+21	Visa	88	203749
0	159.95	0	0	169.9	12/2/2017	5:05 AM	9.40E+21	Mastercard	88	203748
0	159.95	0	0	159.95	12/2/2017	3:55 PM	9.40E+21	AMEX	170	203813
0	159.95	0	0	159.95	12/3/2017	6:32 PM	9.40E+21	Visa	88	203882
0	159.95	0	0	159.95	12/3/2017	2:53 PM	9.40E+21	Visa	88	203878
0	159.95	0	0	169.9	12/3/2017	11:30 AM	9.40E+21	Visa	88	203859
0	159.95	0	0	159.95	12/3/2017	11:20 AM	9.40E+21	Visa	88	203858
0	159.95	0	0	169.9	12/3/2017	1:09 AM	9.40E+21	Mastercard	88	203832
0	159.95	0	0	159.95	12/3/2017	10:55 AM	9.40E+21	Visa	170	203857
0	159.95	0	0	169.9	12/3/2017	12:58 AM	9.40E+21	Mastercard	88	203831
0	159.95	0	0	169.9	12/3/2017	6:57 PM	9.40E+21	Visa	88	203884
0	159.95	0	0	169.9	12/3/2017	9:53 AM	9.40E+21	Visa	88	203850
0	159.95	0	0	169.9	12/3/2017	9:27 AM	9.40E+21	Visa	88	203847
0	159.95	0	0	159.95	12/4/2017	11:45 AM	9.40E+21	Discover	170	203923
0	159.95	0	0	159.95	12/5/2017	2:04 PM	9.40E+21	Visa	170	204003
0	159.95	0	0	159.95	12/5/2017	11:07 AM	9.40E+21	Mastercard	170	203987
0	159.95	0	0	169.9	12/5/2017	1:07 AM	9.40E+21	Visa	88	203947
0	159.95	0	0	169.9	12/5/2017	9:36 AM	9.40E+21	Visa	88	203980
0	159.95	0	0	159.95	12/5/2017	5:53 AM	9.40E+21	Visa	88	203960
0	159.95	0	0	169.9	12/5/2017	5:03 AM	9.40E+21	Mastercard	88	203952
0	159.95	0	0	169.9	12/6/2017	11:44 AM	9.40E+21	Visa	170	204047
0	159.95	0	0	159.95	12/6/2017	11:37 AM	9.40E+21	Visa	88	204045
0	159.95	0	0	159.95	12/6/2017	8:02 AM	9.40E+21	Visa	170	204035
0	159.95	0	0	159.95	12/6/2017	6:55 AM	9.40E+21	Visa	88	204031
0	159.95	0	0	159.95	12/6/2017	2:17 PM	9.40E+21	Mastercard	88	204056
0	159.95	0	0	169.9	12/6/2017	7:03 AM	9.40E+21	Visa	88	204032
0	159.95	0	0	169.9	12/6/2017	2:29 AM	9.40E+21	Mastercard	88	204019
0	159.95	0	0	159.95	12/7/2017	7:52 PM	9.40E+21	Visa	88	204154
0	159.95	0	0	159.95	12/7/2017	11:12 PM	9.40E+21	Mastercard	88	204156
0	159.95	0	0	159.95	12/8/2017	2:27 PM	9.40E+21	Mastercard	88	204192
0	159.95	0	0	169.9	12/8/2017	11:02 AM	9.40E+21	Visa	88	204181
0	159.95	0	0	159.95	12/9/2017	9:43 AM	9.40E+21	Visa	171	204211
0	159.95	0	0	169.9	12/9/2017	8:58 AM	9.40E+21	Visa	88	204207
0	159.95	0	0	159.95	12/9/2017	1:01 AM	9.40E+21	Visa	88	204200
0	159.95	0	0	169.9	12/9/2017	5:28 PM	9.40E+21	Mastercard	88	204236
0	159.95	0	0	169.9	12/9/2017	11:53 AM	9.40E+21	Visa	88	204219
0	159.95	0	0	169.9	12/9/2017	8:58 AM	9.40E+21	Visa	88	204208
0	159.95	0	0	159.95	#####	5:32 PM	9.40E+21	Mastercard	171	204279
0	159.95	0	0	169.9	#####	12:02 PM	9.40E+21	Mastercard	88	204266
0	159.95	0	0	169.9	#####	11:44 AM	9.40E+21	Visa	88	204263
0	159.95	0	0	169.9	#####	3:15 PM	9.40E+21	Mastercard	88	204277

#4661

Prospect N	CNPJ/CPF I	dit Card	Prepaid M	Gateway Id	Gateway A	Gateway P	Gateway R	Gateway T	Gateway C
0	N/A	821	NO	128	Redwood V	3	0	0	15
0	N/A	720	NO	128	Redwood V	3	0	0	15
0	N/A	121	YES	128	Redwood V	3	0	0	15
0	N/A	1020	YES	128	Redwood V	3	0	0	15
0	N/A	222	NO	128	Redwood V	3	0	0	15
0	N/A	1218	YES	128	Redwood V	3	0	0	15
0	N/A	218	NO	128	Redwood V	3	0	0	15
0	N/A	1220	NO	128	Redwood V	3	0	0	15
0	N/A	422	NO	128	Redwood V	3	0	0	15
0	N/A	222	NO	128	Redwood V	3	0	0	15
0	N/A	318	NO	128	Redwood V	3	0	0	15
0	N/A	219	NO	128	Redwood V	3	0	0	15
0	N/A	919	NO	147	Humboldt -	10	10	0.25	25
0	N/A	118	NO	128	Redwood V	3	0	0	15
0	N/A	618	NO	128	Redwood V	3	0	0	15
0	N/A	1120	NO	128	Redwood V	3	0	0	15
0	N/A	919	NO	147	Humboldt -	10	10	0.25	25
0	N/A	1020	NO	128	Redwood V	3	0	0	15
0	N/A	119	NO	128	Redwood V	3	0	0	15
0	N/A	221	NO	128	Redwood V	3	0	0	15
0	N/A	1218	NO	128	Redwood V	3	0	0	15
0	N/A	520	NO	128	Redwood V	3	0	0	15
0	N/A	621	NO	128	Redwood V	3	0	0	15
0	N/A	1222	NO	128	Redwood V	3	0	0	15
0	N/A	219	NO	128	Redwood V	3	0	0	15
0	N/A	220	NO	128	Redwood V	3	0	0	15
0	N/A	620	NO	128	Redwood V	3	0	0	15
0	N/A	520	NO	128	Redwood V	3	0	0	15
0	N/A	119	NO	147	Humboldt -	10	10	0.25	25
0	N/A	822	NO	128	Redwood V	3	0	0	15
0	N/A	1121	NO	128	Redwood V	3	0	0	15
0	N/A	718	NO	128	Redwood V	3	0	0	15
0	N/A	1019	NO	128	Redwood V	3	0	0	15
0	N/A	1219	NO	128	Redwood V	3	0	0	15
0	N/A	1119	NO	128	Redwood V	3	0	0	15
0	N/A	621	NO	128	Redwood V	3	0	0	15
0	N/A	220	NO	128	Redwood V	3	0	0	15
0	N/A	818	NO	128	Redwood V	3	0	0	15
0	N/A	320	NO	128	Redwood V	3	0	0	15
0	N/A	1220	NO	128	Redwood V	3	0	0	15
0	N/A	1021	NO	128	Redwood V	3	0	0	15
0	N/A	1220	NO	128	Redwood V	3	0	0	15
0	N/A	319	NO	128	Redwood V	3	0	0	15
0	N/A	621	NO	128	Redwood V	3	0	0	15
0	N/A	1020	NO	128	Redwood V	3	0	0	15
0	N/A	921	NO	128	Redwood V	3	0	0	15
0	N/A	121	NO	128	Redwood V	3	0	0	15

Gateway D Gateway C Process

line Re: Is Cascade Original Ga Original De

866-416-68 866-416-6838

NO

866-416-68 866-416-6838

NO

866-416-68 866-416-6838

NO

866-416-68 866-416-6838

NO

866-416-68 866-416-6838

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PROLONGZ 8.8E+09

YES

128 Order atter

866-416-68 866-416-6838

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866-416-68 866-416-6838

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NO

PROLONGZ 8.8E+09

YES

128 Order atter

866-416-68 866-416-6838

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866-416-68 866-416-6838

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866-416-68 866-416-6838

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866-416-68 866-416-6838

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PROLONGZ 8.8E+09

YES

128 Order atter

866-416-68 866-416-6838

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866-416-68 866-416-6838

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NO

1/8/2018 Alex Carrer

RMA Creat	Return	Return Rea	Is Recurring	Recurring I	Retry Date	Total Instal	Transaction Numb	Auth Num	Retry	Retrying
	NO		NO	N/A	N/A		8.20E+17	227139	YES	
	NO		NO	N/A	N/A		8.22E+17	697533	YES	
	NO		NO	N/A	N/A		8.20E+17	CKQZYL	YES	
	NO		NO	N/A	N/A		8.20E+17	895	YES	
	NO		NO	N/A	N/A		8.22E+17	07178D	YES	
	NO		NO	N/A	N/A		8.20E+17	307329	YES	
	NO		NO	N/A	N/A		8.20E+17	04689C	YES	
	NO		NO	N/A	N/A		8.22E+17	871360	YES	
	NO		NO	N/A	N/A		8.20E+17	249858	YES	
Alex Carrer	NO		NO	N/A	N/A		8.20E+17	3589	YES	
	NO		NO	N/A	N/A		8.20E+17	7751	YES	
	NO		NO	N/A	N/A		8.20E+17	7597	YES	
	NO		NO	N/A	N/A		102118872	2050	YES	
	NO		NO	N/A	N/A		8.22E+17	75112	YES	
	NO		NO	N/A	N/A		8.22E+17	05100C	YES	
	NO		NO	N/A	N/A		8.20E+17	85130Z	YES	
	NO		NO	N/A	N/A		102156107	5818	YES	
	NO		NO	N/A	N/A		8.22E+17	357506	YES	
	NO		NO	N/A	N/A		8.22E+17	01709A	YES	
	NO		NO	N/A	N/A		8.20E+17	00492R	YES	
	NO		NO	N/A	N/A		8.22E+17	315040	YES	
	NO		NO	N/A	N/A		8.20E+17	00572Z	YES	
	NO		NO	N/A	N/A		8.20E+17	728718	YES	
	NO		NO	N/A	N/A		8.20E+17	08602D	YES	
	NO		NO	N/A	N/A		8.22E+17	04499C	YES	
	NO		NO	N/A	N/A		8.20E+17	40342	YES	
	NO		NO	N/A	N/A		8.20E+17	31252	YES	
	NO		NO	N/A	N/A		8.22E+17	30138	YES	
	NO		NO	N/A	N/A		102581635	70240	YES	
	NO		NO	N/A	N/A		8.20E+17	06045A	YES	
	NO		NO	N/A	N/A		8.20E+17	771622	YES	
	NO		NO	N/A	N/A		8.20E+17	606030	YES	
	NO		NO	N/A	N/A		8.20E+17	H29985	YES	
	NO		NO	N/A	N/A		8.22E+17	7863	YES	
	NO		NO	N/A	N/A		8.20E+17	37310B	YES	
	NO		NO	N/A	N/A		8.20E+17	41289	YES	
	NO		NO	N/A	N/A		8.20E+17	423401	YES	
	NO		NO	N/A	N/A		8.22E+17	9172	YES	
	NO		NO	N/A	N/A		8.22E+17	15808	YES	
	NO		NO	N/A	N/A		8.22E+17	10134	YES	
	NO		NO	N/A	N/A		8.20E+17	902726	YES	
	NO		NO	N/A	N/A		8.22E+17	405689	YES	
	NO		NO	N/A	N/A		8.22E+17	95808	YES	
	NO		NO	N/A	N/A		8.20E+17	192135	YES	
	NO		NO	N/A	N/A		8.20E+17	01075B	YES	
	NO		NO	N/A	N/A		8.20E+17	68141	YES	
	NO		NO	N/A	N/A		8.20E+17	68553	YES	

AFID	SID	AFFID	C1	C2	C3	BID	AID	OPT	Rebill	Discc	Billing Cycle
V.L.									0		0
									0		0
									0		0
									0		0
george									0		0
									0		0
EP									0		0
am									0		0
									0		0
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BP									0		0
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V.L.									0		0
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george									0		0
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SHANE R									0		0
V.L.									0		0
VS									0		0
RH									0		0
JP									0		0
									0		0
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Upsell Retr	Is	Upsell Sh	Upsell Proc	Upsell Proc	Upsell Proc	Upsell Desc	Upsell Qua	Upsell Decl	Upsell Next	Upsell Next	Notes
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Customer Tags

17 07:01 PM)(Lime Light CRM API)(V.L. Order From: straight|CM-DTC-W-HE30|tbxfree| |)}

17 06:45 PM)(Lime Light CRM API)(Order From: straight|CM-POP-W-HE30|tbxfree| |)}
17 12:18 PM)(Lime Light CRM API)(Order From: straight|AE|tbxfree| |)}
17 09:02 AM)(Lime Light CRM API)(george Order From: straight| | |)}

17 05:07 AM)(Lime Light CRM API)(EP Order From: straight|CM-AE-W-HE30|tbxfree| |)}
17 05:05 AM)(Lime Light CRM API)(am Order From: straight|CM-AE-W-HE30|tbxfree| |)}

17 06:32 PM)(Lime Light CRM API)(Order From: straight| | |)}{(12/16/2017 04:23 PM)(Miguel (1))(customer called regarding her
17 02:54 PM)(Lime Light CRM API)(Order From: straight| | |)}
17 11:30 AM)(Lime Light CRM API)(Order From: straight| | |)}
17 11:20 AM)(Lime Light CRM API)(BP Order From: straight|CM-DTC-W-HE30|tbxfree| |)}
17 01:09 AM)(Lime Light CRM API)(Order From: straight|CM-DTC-W-HE30|tbxfree| |)}

17 12:58 AM)(Lime Light CRM API)(Order From: straight|CM-REELZ-W-HE30|productx| |)}
17 06:58 PM)(Lime Light CRM API)(V.L. Order From: straight|CM-DTC-W-HE30|tbxfree| |)}
17 09:53 AM)(Lime Light CRM API)(am Order From: straight|AE|tbxfree| |)}
17 09:27 AM)(Lime Light CRM API)(Order From: straight|CM-DTC-W-HE30|tbxfree| |)}

17 01:07 AM)(Lime Light CRM API)(Order From: straight|CM-DTC-W-HE30|tbxfree| |)}
17 09:36 AM)(Lime Light CRM API)(JP Order From: straight| | |)}
17 05:53 AM)(Lime Light CRM API)(Order From: straight|CM-DTC-W-HE30|tbxfree| |)}{(12/28/2017 10:29 AM)(Sarah Garcia)(orc
17 05:03 AM)(Lime Light CRM API)(JP Order From: straight| | |)}

17 11:37 AM)(Lime Light CRM API)(george Order From: straight| | |)}{(12/11/2017 05:54 PM)(Alex Carrera)(Slated the customer

17 06:55 AM)(Lime Light CRM API)(am Order From: straight|CM-HIST-W-HE30|tbxfree| |)}{(12/26/2017 02:15 PM)(Sarah Garcia
17 02:17 PM)(Lime Light CRM API)(Order From: straight|CM-AE-W-HE30|tbxfree| |)}{(12/06/2017 03:53 PM)(Alex Carrera)(The c
17 07:03 AM)(Lime Light CRM API)(am Order From: straight|CM-HIST-W-HE30|tbxfree| |)}
17 02:29 AM)(Lime Light CRM API)(SHANE R Order From: straight| | |)}
17 07:52 PM)(Lime Light CRM API)(V.L. Order From: straight|CM-AE-W-HE30|tbxfree| |)}
17 11:12 PM)(Lime Light CRM API)(VS Order From: straight| | |)}
17 02:27 PM)(Lime Light CRM API)(RH Order From: straight| | |)}
17 11:02 AM)(Lime Light CRM API)(JP Order From: straight| | |)}

17 08:58 AM)(Lime Light CRM API)(EP Order From: straight|CM-DTC-W-HE30|tbxfree| |)}
17 01:01 AM)(Lime Light CRM API)(EP Order From: straight|CM-DTC-W-HE30|tbxfree| |)}
17 05:28 PM)(Lime Light CRM API)(am Order From: straight|AE|tbxfree| |)}
17 11:53 AM)(Lime Light CRM API)(am Order From: straight|POP|tbxfree| |)}
17 08:58 AM)(Lime Light CRM API)(JP Order From: straight| | |)}

17 12:02 PM)(Lime Light CRM API)(am Order From: straight|CM-DTC-W-HE30|tbxfree| |)}
17 11:44 AM)(Lime Light CRM API)(am Order From: straight|CM-DTC-W-HE30|tbxfree| |)}
17 03:15 PM)(Lime Light CRM API)(am Order From: straight|CM-DTC-W-HE30|tbxfree| |)}

Exhibit 7

From: [Julie Green](#)
To: [Jason Cardiff](#); [Danielle Cadiz](#); [Gus Navarro](#)
Subject: Continuity
Date: Monday, January 22, 2018 2:17:30 PM
Attachments: [export586_22_Jan_18_14_52_11.csv](#)

Hi All,

I am attaching the spreadsheet of the orders that will be placed on continuity. These order excludes declines, chargebacks, voids, rma, fraud, previous continuity and international

The total orders are 1678
Total Amount = \$165,987.05

These order are 1 and 2 month straight sale orders only between Nov 22, 2017 and Jan 22, 2018

One month orders placed on or before Dec 22, 2017 will be billed today and placed on continuity
two month orders placed on Nov 22, 2017 will be billed today and placed on continuity

These customers will use existing continuity products and will receive and order of confirmation they WILL NOT received the 5 day auto ship notification. Jason has approved this.

THIS AFFECTS 654 ORDER AND TOTAL 59,010.75 THAT WILL BE BILLED TODAY

IS IT OK TO RUN THIS NOW?

The process to do this per Joanie is as follows:

1. Create new products that are recurring without email notifications (8 new products)
2. Assign these new products to campaigns 88, 335, 360, 203, 171, 336, 170
3. Go into each order and choose place new order
 - 1 month straight sale orders placed on or after December 23, 2017
 - 2 month straight sale orders placed on or after December 23, 2017
4. choose the NEW continuity product
5. select custom pricing and change to 0.00 (to ensure we are not billing them today)
6. go back into the new order created and changed the next billing date to the correct billing date
7. They will not receive an order confirmation they will be placed on continuity

THIS AFFECTS 1,137 ORDERS

--

Julie Green

**Redwood Scientific Technologies**

www.redwoodscientific.co

Office: [310-693-5401](tel:310-693-5401)

Direct: 424-248-2711

Fax: [800-683-8081](tel:800-683-8081)

“Every new level of life will demand a different version of you.”



[The End of The Pill](#)



[Watch The End of The Pill Documentary](#)

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Exhibit 8

Order Id	Order Total	Date of Sale	Campaign	Product Id	Product Name
908141	79.9	12/22/2017	203	491	Eupepsia Thins - 1 month Straight Sell
908272	69.95	12/22/2017	203	491	Eupepsia Thins - 1 month Straight Sell
908258	69.95	12/22/2017	336	491	Eupepsia Thins - 1 month Straight Sell
908205	69.95	12/22/2017	335	491	Eupepsia Thins - 1 month Straight Sell
908174	79.9	12/22/2017	203	491	Eupepsia Thins - 1 month Straight Sell
908243	79.9	12/22/2017	203	491	Eupepsia Thins - 1 month Straight Sell
908228	69.95	12/22/2017	203	491	Eupepsia Thins - 1 month Straight Sell
908262	79.9	12/22/2017	203	491	Eupepsia Thins - 1 month Straight Sell
908252	79.9	12/22/2017	203	491	Eupepsia Thins - 1 month Straight Sell
908183	79.9	12/22/2017	203	491	Eupepsia Thins - 1 month Straight Sell
908159	79.9	12/22/2017	203	491	Eupepsia Thins - 1 month Straight Sell
908211	69.95	12/22/2017	203	491	Eupepsia Thins - 1 month Straight Sell
908117	69.95	12/22/2017	335	491	Eupepsia Thins - 1 month Straight Sell
908255	69.95	12/22/2017	335	491	Eupepsia Thins - 1 month Straight Sell
907708	69.95	12/21/2017	335	491	Eupepsia Thins - 1 month Straight Sell
907801	79.9	12/21/2017	336	491	Eupepsia Thins - 1 month Straight Sell
907827	69.95	12/21/2017	203	491	Eupepsia Thins - 1 month Straight Sell
907784	69.95	12/21/2017	203	491	Eupepsia Thins - 1 month Straight Sell
907790	69.95	12/21/2017	203	491	Eupepsia Thins - 1 month Straight Sell
907805	69.95	12/21/2017	203	491	Eupepsia Thins - 1 month Straight Sell
907757	79.9	12/21/2017	203	491	Eupepsia Thins - 1 month Straight Sell
907507	69.95	12/20/2017	203	491	Eupepsia Thins - 1 month Straight Sell
907551	79.9	12/20/2017	203	491	Eupepsia Thins - 1 month Straight Sell
907575	79.9	12/20/2017	203	491	Eupepsia Thins - 1 month Straight Sell
907554	79.9	12/20/2017	203	491	Eupepsia Thins - 1 month Straight Sell
907563	79.9	12/20/2017	203	491	Eupepsia Thins - 1 month Straight Sell
907252	69.95	12/20/2017	203	491	Eupepsia Thins - 1 month Straight Sell
907490	79.9	12/20/2017	203	491	Eupepsia Thins - 1 month Straight Sell
907396	79.9	12/20/2017	203	491	Eupepsia Thins - 1 month Straight Sell
907446	69.95	12/20/2017	203	491	Eupepsia Thins - 1 month Straight Sell
907316	79.9	12/20/2017	203	491	Eupepsia Thins - 1 month Straight Sell
907458	79.9	12/20/2017	203	491	Eupepsia Thins - 1 month Straight Sell
907374	79.9	12/20/2017	203	491	Eupepsia Thins - 1 month Straight Sell
907025	79.9	12/19/2017	203	491	Eupepsia Thins - 1 month Straight Sell
907154	69.95	12/19/2017	203	491	Eupepsia Thins - 1 month Straight Sell
907196	79.9	12/19/2017	203	491	Eupepsia Thins - 1 month Straight Sell
906967	79.9	12/19/2017	203	491	Eupepsia Thins - 1 month Straight Sell
907147	69.95	12/19/2017	203	491	Eupepsia Thins - 1 month Straight Sell
907116	69.95	12/19/2017	203	491	Eupepsia Thins - 1 month Straight Sell
907037	69.95	12/19/2017	335	491	Eupepsia Thins - 1 month Straight Sell
907143	69.95	12/19/2017	335	491	Eupepsia Thins - 1 month Straight Sell
907205	79.9	12/19/2017	203	491	Eupepsia Thins - 1 month Straight Sell
907090	69.95	12/19/2017	203	491	Eupepsia Thins - 1 month Straight Sell
907107	139.9	12/19/2017	203	491	Eupepsia Thins - 1 month Straight Sell
906866	69.95	12/19/2017	335	491	Eupepsia Thins - 1 month Straight Sell
906970	69.95	12/19/2017	203	491	Eupepsia Thins - 1 month Straight Sell
907115	69.95	12/19/2017	203	491	Eupepsia Thins - 1 month Straight Sell

#4676

907835	89.95	12/21/2017	360	510	Prolongz-X	1 Month Supply (Straight)
907748	99.9	12/21/2017	360	510	Prolongz-X	1 Month Supply (Straight)
907712	99.9	12/21/2017	360	510	Prolongz-X	1 Month Supply (Straight)
907638	99.9	12/21/2017	360	510	Prolongz-X	1 Month Supply (Straight)
907705	99.9	12/21/2017	360	510	Prolongz-X	1 Month Supply (Straight)
907845	89.95	12/21/2017	360	510	Prolongz-X	1 Month Supply (Straight)
907341	99.9	12/20/2017	360	510	Prolongz-X	1 Month Supply (Straight)
907359	99.9	12/20/2017	360	510	Prolongz-X	1 Month Supply (Straight)
907593	89.95	12/20/2017	360	510	Prolongz-X	1 Month Supply (Straight)
907581	99.9	12/20/2017	360	510	Prolongz-X	1 Month Supply (Straight)
907465	89.95	12/20/2017	360	510	Prolongz-X	1 Month Supply (Straight)
907479	89.95	12/20/2017	360	510	Prolongz-X	1 Month Supply (Straight)
907530	99.9	12/20/2017	360	510	Prolongz-X	1 Month Supply (Straight)
907501	89.95	12/20/2017	360	510	Prolongz-X	1 Month Supply (Straight)
907504	99.9	12/20/2017	360	510	Prolongz-X	1 Month Supply (Straight)
907380	99.9	12/20/2017	360	510	Prolongz-X	1 Month Supply (Straight)
907510	99.9	12/20/2017	360	510	Prolongz-X	1 Month Supply (Straight)
906986	99.9	12/19/2017	360	510	Prolongz-X	1 Month Supply (Straight)
906961	89.95	12/19/2017	360	510	Prolongz-X	1 Month Supply (Straight)
907134	99.9	12/19/2017	360	510	Prolongz-X	1 Month Supply (Straight)
907110	89.95	12/19/2017	360	510	Prolongz-X	1 Month Supply (Straight)
907044	99.9	12/19/2017	360	510	Prolongz-X	1 Month Supply (Straight)
907193	89.95	12/19/2017	360	510	Prolongz-X	1 Month Supply (Straight)
907146	89.95	12/19/2017	360	510	Prolongz-X	1 Month Supply (Straight)
907081	99.9	12/19/2017	360	510	Prolongz-X	1 Month Supply (Straight)
906870	99.9	12/19/2017	360	510	Prolongz-X	1 Month Supply (Straight)
907006	99.9	12/19/2017	360	510	Prolongz-X	1 Month Supply (Straight)
906995	99.9	12/19/2017	360	510	Prolongz-X	1 Month Supply (Straight)
907217	89.95	12/19/2017	360	510	Prolongz-X	1 Month Supply (Straight)
907086	99.9	12/19/2017	360	510	Prolongz-X	1 Month Supply (Straight)
906958	89.95	12/19/2017	360	510	Prolongz-X	1 Month Supply (Straight)
907003	99.9	12/19/2017	360	510	Prolongz-X	1 Month Supply (Straight)
907100	89.95	12/19/2017	360	510	Prolongz-X	1 Month Supply (Straight)
906877	99.9	12/19/2017	360	510	Prolongz-X	1 Month Supply (Straight)
906711	89.95	12/18/2017	360	510	Prolongz-X	1 Month Supply (Straight)
906674	99.9	12/18/2017	360	510	Prolongz-X	1 Month Supply (Straight)
906776	89.95	12/18/2017	360	510	Prolongz-X	1 Month Supply (Straight)
906702	99.9	12/18/2017	360	510	Prolongz-X	1 Month Supply (Straight)
906695	99.9	12/18/2017	360	510	Prolongz-X	1 Month Supply (Straight)
906779	89.95	12/18/2017	360	510	Prolongz-X	1 Month Supply (Straight)
906670	99.9	12/18/2017	360	510	Prolongz-X	1 Month Supply (Straight)
906620	89.95	12/18/2017	360	510	Prolongz-X	1 Month Supply (Straight)
906337	89.95	12/17/2017	360	510	Prolongz-X	1 Month Supply (Straight)
906347	99.9	12/17/2017	360	510	Prolongz-X	1 Month Supply (Straight)
906422	99.9	12/17/2017	360	510	Prolongz-X	1 Month Supply (Straight)
906007	99.9	12/15/2017	360	510	Prolongz-X	1 Month Supply (Straight)
905961	99.9	12/15/2017	360	510	Prolongz-X	1 Month Supply (Straight)
905974	89.95	12/15/2017	360	510	Prolongz-X	1 Month Supply (Straight)

904770	99.9	12/11/2017	88	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
904730	9.95	12/11/2017	88	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
904736	9.95	12/11/2017	88	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
904631	9.95	12/11/2017	170	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
904343	99.9	12/10/2017	170	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
904331	9.95	12/10/2017	170	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
904372	9.95	12/10/2017	88	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
904325	99.9	12/10/2017	88	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
904032	99.9	12/9/2017	88	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
904130	9.95	12/9/2017	171	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
903736	99.9	12/8/2017	88	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
903898	9.95	12/8/2017	170	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
903815	9.95	12/8/2017	170	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
903538	99.9	12/7/2017	170	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
903414	9.95	12/7/2017	171	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
903500	9.95	12/7/2017	88	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
903132	9.95	12/6/2017	170	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
903052	99.9	12/6/2017	88	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
903045	99.9	12/6/2017	88	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
902700	9.95	12/5/2017	88	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
902740	9.95	12/5/2017	171	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
902761	99.9	12/5/2017	88	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
902684	9.95	12/5/2017	171	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
902777	9.95	12/5/2017	170	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
902725	9.95	12/5/2017	88	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
902379	9.95	12/4/2017	88	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
902302	9.95	12/4/2017	88	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
902292	9.95	12/4/2017	88	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
902328	9.95	12/4/2017	171	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
902364	9.95	12/4/2017	88	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
902340	99.9	12/4/2017	88	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
901975	9.95	12/3/2017	171	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
902109	9.95	12/3/2017	88	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
901992	9.95	12/3/2017	88	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
901790	9.95	12/2/2017	171	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
901729	9.95	12/2/2017	171	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
901544	9.95	12/2/2017	171	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
901594	99.9	12/2/2017	88	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
901616	9.95	12/2/2017	88	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
901682	99.9	12/2/2017	88	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
901603	9.95	12/2/2017	170	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
901585	9.95	12/2/2017	88	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
901272	9.95	12/1/2017	171	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
901027	9.95	11/30/2017	170	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
900899	9.95	11/30/2017	88	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
900977	9.95	11/30/2017	171	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
900766	99.9	11/30/2017	88	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
900931	9.95	11/30/2017	88	524	TBX-FREE 1 Classic Mo Supply - Straight Sale

Exhibit 9

From: [Julie Green](#)
To: [Jason Cardiff](#); [Danielle Cadiz](#); [Gus Navarro](#)
Subject: Straight Sale Orders Placed On Continuity
Date: Monday, January 22, 2018 5:15:28 PM
Attachments: [export586_22_Jan_18_14_52_11.csv](#)

Per Jason The straight sale 1 month supply orders between December 21, 1017 - January 22, 2018 will be placed on continuity.

Today 22 orders from December 21, 2017 were placed on continuity of the 22 orders 20 were successful \$1808.55

These will be done daily rather than in large batches.

January 23 - 28 orders - \$2367.95 (orders from Dec 22)

January 24 - 20 orders - \$1768.15 (orders from Dec 23)

January 25 - 24 orders - \$2168.05 (orders from Dec 24)

January 28 - 51 orders - \$4495.90 -(order from Dec 25,26,27)

They are billed the day we run and do receive an order of confirmation. They will not receive the 5 day email until the next subscription run.

These orders are placed as follows:

1. go to order number
2. choose place new order
3. change the product as follows
 - 524 tbx one month classic straight - 533 tbx classic one month continuity
 - 491 epep one month straight - 397 epep one month continuity
 - 510 prod x one month straight - 506 one month prod x continuity this also needs campaign to change to 298
 - 525 tbx two month classic straight - 534 tbx two month classic continuity
 - 519 tbx one month menthol straight - 531 tbx one month menthol continuity
 - 515 tbx two month tobacco straight - 530 tbx two month tobacco continuity
 - 514 tbx one month tobacco straight - 529 tbx one month tobacco continuity
 - 520 tbx two month menthol straight - 532 tbx two month menthol continuity
4. put 000 in CVV
5. choose NO to use different payment pop up box
6. choose process order
7. put new order number in column on attached spreadsheet

--

Julie Green

Redwood Scientific Technologies

www.redwoodscientific.co

Office: [310-693-5401](tel:310-693-5401)



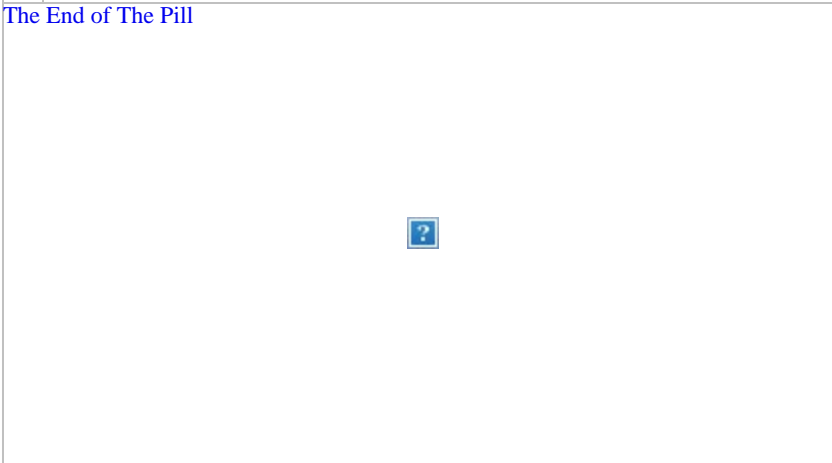
Direct: 424-248-2711

Fax: [800-683-8081](tel:800-683-8081)

“Every new level of life will demand a different version of you.”



[The End of The Pill](#)



[Watch The End of The Pill Documentary](#)

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Exhibit 10

#4682

Order Id	New Orde	Order Tot	Date of Sale	Campaign	Product Id	Product Name
907801	918406	79.9	12/21/2017	336	491	Eupepsia Thins - 1 month Straight Sell
907827	918407	69.95	12/21/2017	203	491	Eupepsia Thins - 1 month Straight Sell
907784	918408	69.95	12/21/2017	203	491	Eupepsia Thins - 1 month Straight Sell
907790	918409	69.95	12/21/2017	203	491	Eupepsia Thins - 1 month Straight Sell
907757	INSUFF FU	79.9	12/21/2017	203	491	Eupepsia Thins - 1 month Straight Sell
907818	918411	89.95	12/21/2017	360	510	Prolongz-X 1 Month Supply (Straight)
907875	918412	99.9	12/21/2017	360	510	Prolongz-X 1 Month Supply (Straight)
907927	918413	99.9	12/21/2017	360	510	Prolongz-X 1 Month Supply (Straight)
907857	918414	89.95	12/21/2017	360	510	Prolongz-X 1 Month Supply (Straight)
907715	918415	89.95	12/21/2017	360	510	Prolongz-X 1 Month Supply (Straight)
907641	918416	89.95	12/21/2017	360	510	Prolongz-X 1 Month Supply (Straight)
907773	918417	89.95	12/21/2017	360	510	Prolongz-X 1 Month Supply (Straight)
907835	918421	89.95	12/21/2017	360	510	Prolongz-X 1 Month Supply (Straight)
907748	918422	99.9	12/21/2017	360	510	Prolongz-X 1 Month Supply (Straight)
907712	DECLINED	99.9	12/21/2017	360	510	Prolongz-X 1 Month Supply (Straight)
907638	918424	99.9	12/21/2017	360	510	Prolongz-X 1 Month Supply (Straight)
907705	918425	99.9	12/21/2017	360	510	Prolongz-X 1 Month Supply (Straight)
907845	918426	89.95	12/21/2017	360	510	Prolongz-X 1 Month Supply (Straight)
907814	918427	89.95	12/21/2017	88	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
907722	918428	99.9	12/21/2017	88	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
907800	918429	99.9	12/21/2017	170	519	TBX-FREE 1 Mo Menthol - Straight Sale
907848	918430	99.9	12/21/2017	88	514	TBX-FREE 1 Mo Tobacco - Straight Sale
		1988.35				
908141		79.9	12/22/2017	203	491	Eupepsia Thins - 1 month Straight Sell
908272		69.95	12/22/2017	203	491	Eupepsia Thins - 1 month Straight Sell
908258		69.95	12/22/2017	336	491	Eupepsia Thins - 1 month Straight Sell
908205		69.95	12/22/2017	335	491	Eupepsia Thins - 1 month Straight Sell
908174		79.9	12/22/2017	203	491	Eupepsia Thins - 1 month Straight Sell
908243		79.9	12/22/2017	203	491	Eupepsia Thins - 1 month Straight Sell
908228		69.95	12/22/2017	203	491	Eupepsia Thins - 1 month Straight Sell
908262		79.9	12/22/2017	203	491	Eupepsia Thins - 1 month Straight Sell
908252		79.9	12/22/2017	203	491	Eupepsia Thins - 1 month Straight Sell
908183		79.9	12/22/2017	203	491	Eupepsia Thins - 1 month Straight Sell
908159		79.9	12/22/2017	203	491	Eupepsia Thins - 1 month Straight Sell
908211		69.95	12/22/2017	203	491	Eupepsia Thins - 1 month Straight Sell
908117		69.95	12/22/2017	335	491	Eupepsia Thins - 1 month Straight Sell
908255		69.95	12/22/2017	335	491	Eupepsia Thins - 1 month Straight Sell
907997		99.9	12/22/2017	360	510	Prolongz-X 1 Month Supply (Straight)
908158		89.95	12/22/2017	360	510	Prolongz-X 1 Month Supply (Straight)
907991		99.9	12/22/2017	360	510	Prolongz-X 1 Month Supply (Straight)
907988		89.95	12/22/2017	360	510	Prolongz-X 1 Month Supply (Straight)
907981		89.95	12/22/2017	360	510	Prolongz-X 1 Month Supply (Straight)
908074		99.9	12/22/2017	360	510	Prolongz-X 1 Month Supply (Straight)
908195		89.95	12/22/2017	360	510	Prolongz-X 1 Month Supply (Straight)
908114		99.9	12/22/2017	360	510	Prolongz-X 1 Month Supply (Straight)
908109		99.9	12/22/2017	360	510	Prolongz-X 1 Month Supply (Straight)
908097		99.9	12/22/2017	88	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
908086		89.95	12/22/2017	171	524	TBX-FREE 1 Classic Mo Supply - Straight Sale
908196		89.95	12/22/2017	170	519	TBX-FREE 1 Mo Menthol - Straight Sale
908155		89.95	12/22/2017	88	519	TBX-FREE 1 Mo Menthol - Straight Sale
908269		89.95	12/22/2017	88	519	TBX-FREE 1 Mo Menthol - Straight Sale
		2367.95				
908442		79.9	12/23/2017	203	491	Eupepsia Thins - 1 month Straight Sell
908492		69.95	12/23/2017	203	491	Eupepsia Thins - 1 month Straight Sell
908438		79.9	12/23/2017	203	491	Eupepsia Thins - 1 month Straight Sell
908372		79.9	12/23/2017	203	491	Eupepsia Thins - 1 month Straight Sell
908369		69.95	12/23/2017	203	491	Eupepsia Thins - 1 month Straight Sell
908420		79.9	12/23/2017	203	491	Eupepsia Thins - 1 month Straight Sell
908498		79.9	12/23/2017	203	491	Eupepsia Thins - 1 month Straight Sell
908344		79.9	12/23/2017	335	491	Eupepsia Thins - 1 month Straight Sell
908382		79.9	12/23/2017	203	491	Eupepsia Thins - 1 month Straight Sell

908429	79.9	12/23/2017	203	491 Eupepsia Thins - 1 month Straight Sell
908448	99.9	12/23/2017	360	510 Prolongz-X 1 Month Supply (Straight)
908360	99.9	12/23/2017	360	510 Prolongz-X 1 Month Supply (Straight)
908423	99.9	12/23/2017	360	510 Prolongz-X 1 Month Supply (Straight)
908485	99.9	12/23/2017	360	510 Prolongz-X 1 Month Supply (Straight)
908388	99.9	12/23/2017	171	524 TBX-FREE 1 Classic Mo Supply - Straight Sale
908385	89.95	12/23/2017	171	524 TBX-FREE 1 Classic Mo Supply - Straight Sale
908397	99.9	12/23/2017	88	524 TBX-FREE 1 Classic Mo Supply - Straight Sale
908460	99.9	12/23/2017	88	514 TBX-FREE 1 Mo Tobacco - Straight Sale
908470	99.9	12/23/2017	88	514 TBX-FREE 1 Mo Tobacco - Straight Sale
908467	99.9	12/23/2017	88	514 TBX-FREE 1 Mo Tobacco - Straight Sale
	68.15			
908737	79.9	12/24/2017	203	491 Eupepsia Thins - 1 month Straight Sell
908705	79.9	12/24/2017	203	491 Eupepsia Thins - 1 month Straight Sell
908799	69.95	12/24/2017	203	491 Eupepsia Thins - 1 month Straight Sell
908699	79.9	12/24/2017	203	491 Eupepsia Thins - 1 month Straight Sell
908702	79.9	12/24/2017	203	491 Eupepsia Thins - 1 month Straight Sell
908780	69.95	12/24/2017	335	491 Eupepsia Thins - 1 month Straight Sell
908795	69.95	12/24/2017	203	491 Eupepsia Thins - 1 month Straight Sell
908573	99.9	12/24/2017	360	510 Prolongz-X 1 Month Supply (Straight)
908667	99.9	12/24/2017	360	510 Prolongz-X 1 Month Supply (Straight)
908726	99.9	12/24/2017	360	510 Prolongz-X 1 Month Supply (Straight)
908658	99.9	12/24/2017	360	510 Prolongz-X 1 Month Supply (Straight)
908679	99.9	12/24/2017	360	510 Prolongz-X 1 Month Supply (Straight)
908650	99.9	12/24/2017	360	510 Prolongz-X 1 Month Supply (Straight)
908647	89.95	12/24/2017	360	510 Prolongz-X 1 Month Supply (Straight)
908576	89.95	12/24/2017	360	510 Prolongz-X 1 Month Supply (Straight)
908740	89.95	12/24/2017	360	510 Prolongz-X 1 Month Supply (Straight)
908754	89.95	12/24/2017	360	510 Prolongz-X 1 Month Supply (Straight)
908719	99.9	12/24/2017	88	524 TBX-FREE 1 Classic Mo Supply - Straight Sale
908716	99.9	12/24/2017	88	524 TBX-FREE 1 Classic Mo Supply - Straight Sale
908765	99.9	12/24/2017	88	519 TBX-FREE 1 Mo Menthol - Straight Sale
908722	99.9	12/24/2017	88	514 TBX-FREE 1 Mo Tobacco - Straight Sale
908712	89.95	12/24/2017	88	514 TBX-FREE 1 Mo Tobacco - Straight Sale
908802	89.95	12/24/2017	88	514 TBX-FREE 1 Mo Tobacco - Straight Sale
908760	99.9	12/24/2017	88	514 TBX-FREE 1 Mo Tobacco - Straight Sale
	68.05			
908921	99.9	12/25/2017	171	524 TBX-FREE 1 Classic Mo Supply - Straight Sale
908991	79.9	12/26/2017	203	491 Eupepsia Thins - 1 month Straight Sell
909044	69.95	12/26/2017	335	491 Eupepsia Thins - 1 month Straight Sell
909176	79.9	12/26/2017	203	491 Eupepsia Thins - 1 month Straight Sell
909159	139.9	12/26/2017	203	491 Eupepsia Thins - 1 month Straight Sell
909156	79.9	12/26/2017	203	491 Eupepsia Thins - 1 month Straight Sell
909113	69.95	12/26/2017	203	491 Eupepsia Thins - 1 month Straight Sell
908999	79.9	12/26/2017	203	491 Eupepsia Thins - 1 month Straight Sell
909075	79.9	12/26/2017	203	491 Eupepsia Thins - 1 month Straight Sell
908973	79.9	12/26/2017	203	491 Eupepsia Thins - 1 month Straight Sell
909040	69.95	12/26/2017	335	491 Eupepsia Thins - 1 month Straight Sell
908988	69.95	12/26/2017	336	491 Eupepsia Thins - 1 month Straight Sell
908955	99.9	12/26/2017	360	510 Prolongz-X 1 Month Supply (Straight)
908961	89.95	12/26/2017	360	510 Prolongz-X 1 Month Supply (Straight)
909147	89.95	12/26/2017	360	510 Prolongz-X 1 Month Supply (Straight)
909117	99.9	12/26/2017	360	510 Prolongz-X 1 Month Supply (Straight)
908970	99.9	12/26/2017	360	510 Prolongz-X 1 Month Supply (Straight)
908949	99.9	12/26/2017	360	510 Prolongz-X 1 Month Supply (Straight)
909099	89.95	12/26/2017	88	519 TBX-FREE 1 Mo Menthol - Straight Sale
909063	99.9	12/26/2017	88	514 TBX-FREE 1 Mo Tobacco - Straight Sale
908994	89.95	12/26/2017	88	514 TBX-FREE 1 Mo Tobacco - Straight Sale
909416	69.95	12/27/2017	203	491 Eupepsia Thins - 1 month Straight Sell
909413	79.9	12/27/2017	203	491 Eupepsia Thins - 1 month Straight Sell
909354	69.95	12/27/2017	335	491 Eupepsia Thins - 1 month Straight Sell
909378	79.9	12/27/2017	203	491 Eupepsia Thins - 1 month Straight Sell

909384		79.9	12/27/2017	335	491 Eupepsia Thins - 1 month Straight Sell
909435		79.9	12/27/2017	335	491 Eupepsia Thins - 1 month Straight Sell
909491		69.95	12/27/2017	203	491 Eupepsia Thins - 1 month Straight Sell
909524		79.9	12/27/2017	203	491 Eupepsia Thins - 1 month Straight Sell
909432		79.9	12/27/2017	203	491 Eupepsia Thins - 1 month Straight Sell
909481		139.9	12/27/2017	203	491 Eupepsia Thins - 1 month Straight Sell
909470		79.9	12/27/2017	203	491 Eupepsia Thins - 1 month Straight Sell
909412		69.95	12/27/2017	203	491 Eupepsia Thins - 1 month Straight Sell
909438		69.95	12/27/2017	203	491 Eupepsia Thins - 1 month Straight Sell
909375		69.95	12/27/2017	335	491 Eupepsia Thins - 1 month Straight Sell
909396		79.9	12/27/2017	203	491 Eupepsia Thins - 1 month Straight Sell
909335		99.9	12/27/2017	360	510 Prolongz-X 1 Month Supply (Straight)
909323		99.9	12/27/2017	360	510 Prolongz-X 1 Month Supply (Straight)
909232		89.95	12/27/2017	360	510 Prolongz-X 1 Month Supply (Straight)
909441		89.95	12/27/2017	360	510 Prolongz-X 1 Month Supply (Straight)
909250		99.9	12/27/2017	360	510 Prolongz-X 1 Month Supply (Straight)
909237		99.9	12/27/2017	360	510 Prolongz-X 1 Month Supply (Straight)
909369		99.9	12/27/2017	360	510 Prolongz-X 1 Month Supply (Straight)
909423		99.9	12/27/2017	360	510 Prolongz-X 1 Month Supply (Straight)
909244		99.9	12/27/2017	360	510 Prolongz-X 1 Month Supply (Straight)
909451		89.95	12/27/2017	360	510 Prolongz-X 1 Month Supply (Straight)
909372		89.95	12/27/2017	360	510 Prolongz-X 1 Month Supply (Straight)
909338		89.95	12/27/2017	360	510 Prolongz-X 1 Month Supply (Straight)
909326		99.9	12/27/2017	360	510 Prolongz-X 1 Month Supply (Straight)
909422		89.95	12/27/2017	171	524 TBX-FREE 1 Classic Mo Supply - Straight Sale
909406		99.9	12/27/2017	88	519 TBX-FREE 1 Mo Menthol - Straight Sale
		495.9			
909788		69.95	12/28/2017	203	491 Eupepsia Thins - 1 month Straight Sell
909818		79.9	12/28/2017	203	491 Eupepsia Thins - 1 month Straight Sell
909867		79.9	12/28/2017	203	491 Eupepsia Thins - 1 month Straight Sell
909825		79.9	12/28/2017	203	491 Eupepsia Thins - 1 month Straight Sell
909787		79.9	12/28/2017	203	491 Eupepsia Thins - 1 month Straight Sell
909758		79.9	12/28/2017	203	491 Eupepsia Thins - 1 month Straight Sell
909784		79.9	12/28/2017	203	491 Eupepsia Thins - 1 month Straight Sell
909715		69.95	12/28/2017	203	491 Eupepsia Thins - 1 month Straight Sell
909806		79.9	12/28/2017	203	491 Eupepsia Thins - 1 month Straight Sell
909802		79.9	12/28/2017	203	491 Eupepsia Thins - 1 month Straight Sell
909701		99.9	12/28/2017	360	510 Prolongz-X 1 Month Supply (Straight)
909809		99.9	12/28/2017	360	510 Prolongz-X 1 Month Supply (Straight)
909694		99.9	12/28/2017	360	510 Prolongz-X 1 Month Supply (Straight)
909777		89.95	12/28/2017	360	510 Prolongz-X 1 Month Supply (Straight)
909601		99.9	12/28/2017	360	510 Prolongz-X 1 Month Supply (Straight)
909585		99.9	12/28/2017	360	510 Prolongz-X 1 Month Supply (Straight)
909594		89.95	12/28/2017	360	510 Prolongz-X 1 Month Supply (Straight)
909661		99.9	12/28/2017	360	510 Prolongz-X 1 Month Supply (Straight)
909834		89.95	12/28/2017	360	510 Prolongz-X 1 Month Supply (Straight)
909745		99.9	12/28/2017	360	510 Prolongz-X 1 Month Supply (Straight)
909665		89.95	12/28/2017	360	510 Prolongz-X 1 Month Supply (Straight)
909687		99.9	12/28/2017	360	510 Prolongz-X 1 Month Supply (Straight)
909597		99.9	12/28/2017	360	510 Prolongz-X 1 Month Supply (Straight)
909880		89.95	12/28/2017	171	524 TBX-FREE 1 Classic Mo Supply - Straight Sale
909870		89.95	12/28/2017	171	500 TBX-FREE 1 Mo Menthol- BOGC
909793		89.95	12/28/2017	88	514 TBX-FREE 1 Mo Tobacco - Straight Sale
		07.85			
910157		69.95	12/29/2017	203	491 Eupepsia Thins - 1 month Straight Sell
910181		69.95	12/29/2017	203	491 Eupepsia Thins - 1 month Straight Sell
910154		69.95	12/29/2017	335	491 Eupepsia Thins - 1 month Straight Sell
910160		69.95	12/29/2017	203	491 Eupepsia Thins - 1 month Straight Sell
910069		79.9	12/29/2017	203	491 Eupepsia Thins - 1 month Straight Sell
910141		99.9	12/29/2017	360	510 Prolongz-X 1 Month Supply (Straight)
909916		89.95	12/29/2017	360	510 Prolongz-X 1 Month Supply (Straight)
909984		99.9	12/29/2017	360	510 Prolongz-X 1 Month Supply (Straight)

Exhibit 11

From: [Lime Light CRM](#)
To: jspina@limelightcrm.com
Subject: Case Assignment Notification - Case #75471
Date: Friday, October 27, 2017 10:11:05 AM

Case Notification for #75471

Find orders reset with no recurring date

Status: Open Priority: 9 Group: Administators Agent: Joanny Spina



Joanny Spina

27 Oct 17

Subject: CASE#75471 Find orders reset with no recurring date

Julie Green
424-248-2711
julieg@redwoodscientific.co

Domain: prolongzoffers.limelightcrm.com

Version: 5.32.0.9

Description:

Client reset recurring on orders that were not supposed to be reset, then they changed recurring date from 00/00/00 to 10/27/17
We need to find these orders, the order history will have something like this:

"Changed recurring date on product (267) from 11/30/1999 to 01/05/2018"

We need to find the orders that had this change made anytime between 10/22/17 to 10/26/17.

[View Case](#)

This email was sent by Desk.com for [Case #75471](#)

Exhibit 12

From: [Joanny Spina](#)
To: [Julie Green](#); [Jason Cardiff](#)
Cc: [Gus Navarro](#)
Subject: Re: Call Follow Up
Date: Friday, October 27, 2017 2:58:13 PM
Attachments: [image001.jpg](#)
[Redwood today rebills - Rev.xlsx](#)

Hi there,

Attached here is a xlxs file with multiple sheets with the findings we wanted to share with you.

Sheet **Recurring date 11301999 changed** = these are the orders that were initially created without recurring then recurring was added to them. Most likely need to be stopped as they were not originally created with a recurring date.

Sheet **Duplicates** = all the orders in column A (duplicates 102717) need to be voided, these are orders that were created from orders that got reset after they had already recurred in previous dates, original orders included in column B.

Sheet **Rebills from reset orders** = these are all the recurring orders that got created today from orders that were reset yesterday, some of these appear in the duplicates file and need to be voided. Many other orders from here will probably have to be voided as well.

Hope this is helpful.

Sincerely,



Joanny Spina
CLIENT SUPPORT MANAGER
O +1 (800) 455 - 9645 x104
jspina@limelightcrm.com

5102 W Laurel Street, #500
Tampa, FL 33607
limelightcrm.com

On Fri, Oct 27, 2017 at 10:54 AM, Julie Green <julieg@redwoodscientific.co> wrote:
Miles did help and I think we are ok now thank you so much!

On Thu, Oct 26, 2017 at 4:02 PM, Joanny Spina <jspina@limelightterm.com> wrote:
Hi Julie,

I'm sorry I missed your call today; I just got your voicemail and I was also informed that Miles assisted you with the issues you were experiencing today. I just wanted to follow up with you directly and make sure there were no questions left pending.

Please advise, thank you!

Joanny Spina



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jspina@limelightcrm.com

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[Tampa, FL 33607](#)
limelightcrm.com



Julie Green

Redwood Scientific Technologies

www.redwoodscientific.co

Office: [310-693-5401](tel:310-693-5401)

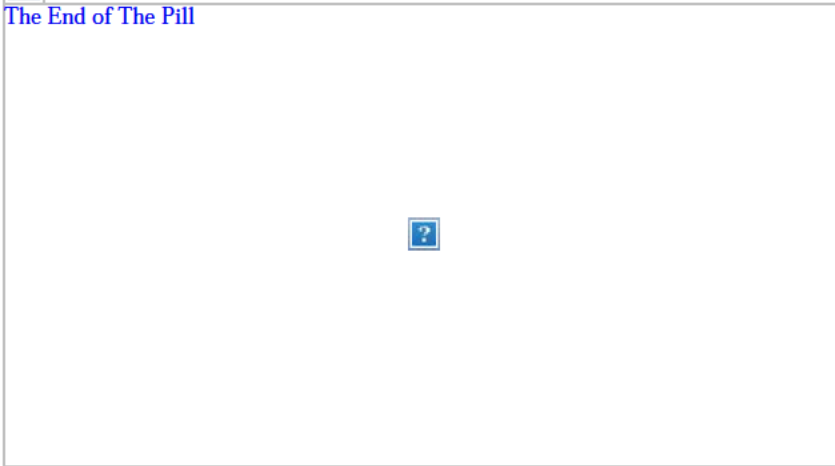
Direct: [424-248-2711](tel:424-248-2711)

Fax: [800-683-8081](tel:800-683-8081)

"Every new level of life will demand a different version of you."



The End of The Pill



[Watch The End of The Pill Documentary](#)

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Exhibit 13

#4692

Order Id	Created By	2 Bill City	Bill State	Bill Zip	Bill Countr
889512		st. albans	NY	11412	United Stat
889511		Natchez	MS	39120	United Stat
889510		Lomita	CA	90717	United Stat
889508		New Holland	PA	17557	United Stat
889507		Pink Hill	NC	28572	United Stat
889506		NATCHITOCH	LA	71458	United Stat
889505		L Perry	MI	48872	United Stat
889503		Shreveport	LA	71119	United Stat
889502		Bedford	OH	44146	United Stat
889492		Silver Spring	MD	20904	United Stat
889491		I West Covina	CA	91792	United Stat
889490		Windermere	FL	34786	United Stat
889489		Clayton	NC	27520	United Stat
889482		weirsdale	FL	32195	United Stat
889472		CYPRESS	TX	77429	United Stat
888956		BUFFALO	MO	65622	United Stat
888949		lauderdelala	AZ	33319	United Stat
888948		POMPTON P	NJ	7444	United Stat
888945		P MIAMI	FL	33142	United Stat
889501		Huntsville	AL	35806	United Stat
889500		San jose	AL	95112	United Stat
889499		g baton rouge	LA	70809	United Stat
889498		O AURORA	CO	80018	United Stat
889497		EVART	MI	49631	United Stat
889496		Carthage	MO	64836	United Stat
889487		Marrero	LA	70072	United Stat
889488		CHICAGO	IL	60649	United Stat
889494		PINELLAS PA	FL	33782	United Stat
889493		d South Williar	KY	41503	United Stat
888961		Plaucheville	LA	71362	United Stat
889486		traverse city	MI	49685	United Stat
889485		STAMFORD	CT	6905	United Stat
889484		Three Oaks	MI	49128	United Stat
889483		Venice	FL	34285	United Stat
889481		GRETNA	LA	70053	United Stat
889480		West Bend	WI	53090	United Stat
889479		Oregon City	OR	97045	United Stat
889477		Baltimore	MD	21215	United Stat
889476		Winnemucca	NV	89445	United Stat
888960		S Concorc	NC	28027	United Stat
889475		E FORT WAYNI	IN	46806	United Stat
888954		Brevard	NC	28712	United Stat
889474		LOUISVILLE	KY	40272	United Stat
889473		Grand Juncti	AL	81504	United Stat
889471		florissant	MO	63034	United Stat
889470		PALM DESER	CA	92260	United Stat
889469		T PASADENA	CA	91101	United Stat
889467		Hermiston	OR	97838	United Stat
889466		IMPERIAL BE	CA	91932	United Stat
889465		Burr Ridge	IL	60527	United Stat
889464		Romolanc	CA	92585	United Stat
888941		Mitchell	SD	57301	United Stat
888936		Belen	NM	87002	United Stat
888938		Barnegat	NJ	8005	United Stat
889606		WALNEPORT	PA	18088	United Stat
889605		/ Saint Paul	MN	55110	United Stat
889596		e Fresno	CA	93722	United Stat
889595		Unice	NM	882331	United Stat
889594		KELSEYVILLE	CA	95451	United Stat
889593		FLINT	MI	48506	United Stat
889592		Westminster	CO	80030	United Stat

Parent Order Id x

820891 ,
820900 ,
820949 ,
820968 ,
820983 ,
820988 ,
821010 ,
821019 ,
821032 ,
821403 ,
821455 ,
821460 ,
821463 ,
821847 ,
821905 ,
821906 ,
821927 ,
822307 ,
822380 ,
822715 ,
823163 ,
823164 ,
823165 ,
823183 ,
823186 ,
823199 ,
823214 ,
823484 ,
823485 ,
823539 ,
823561 ,
823579 ,
823584 ,
823593 ,
823605 ,
823612 ,
823615 ,
823951 ,
823957 ,
823997 ,
824029 ,
824049 ,

#4694

Order Id	Created By	Bill City	Bill State	Bill Zip	Bill Country
889606		WALNEPORT PA		18088	United State
889605		Saint Paul MN		55110	United State
889596		Fresno CA		93722	United State
889595		Unice NM		882331	United State
889594		KELSEYVILLE CA		95451	United State
889593		FLINT MI		48506	United State
889592		Westminster CO		80030	United State
889591		CORPUS CHR TX		78411	United State
889590		Pueblo CO		81004	United State
889589		Winter Haven FL		33884	United State
889588		Farmersville TX		75442	United State
889586		Kennesaw CA		30152	United State
889585		Warren MI		48088	United State
889577		Hood River OR		97031	United State
889576		Clearwater FL		33760	United State
889574		COUNCIL BL CA		51501	United State
889573		Kirkwood MO		63122	United State
889572		HUBBARD LA MI		49747	United State
889571		McDonough GA		30253	United State
889569		Hillsdale MI		49242	United State
889568		stonemont GA		30088	United State
889567		HOPEDALE IL		61747	United State
889566		Taylors SC		29687	United State
889565		San Antonio TX		78252	United State
889563		Newfield NJ		83434	United State
889562		knottsville TN		37912	United State
889561		baggs WY		82321	United State
889560		Edmonton .	TSP 1J8		Canada
889559		Minneapolis MN		55407	United State
889558		BLACK EARTH WI		53515	United State
889557		GRANBURY TX		76048	United State
889551		SACRAMENT CA		95841	United State
889550		ANACOCO LA		71403	United State
889549		Lawton WV		73507	United State
889547		Ocala FL		34474	United State
889542		HARWICH MA		2646	United State
889541		STOCKTON CA		95205	United State
889540		WHITESTON OH		11357	United State
889539		Keller TX		76248	United State
889538		BELVIDERE IL		61008	United State
889537		MUSCATINE IA		52761	United State
889533		upland CA		92584	United State
889532		North Olmsted OH		44070	United State
889531		Hockley TX		77447	United State
889530		painesville OH		44047	United State
889529		Prescott Valley AZ		86314	United State
889528		Woodbridge VA		22193	United State
889527		Flint MI		48532	United State
889526		Tryon OK		74875	United State
889525		Wichita Falls TX		76309	United State
889523		Tifton GA		31794	United State
889522		VERNON TOWNSHIP NJ		7462	United State
889521		HILLSBOROUGH NC		27278	United State

Order Id no recurring

881490 ,
881200 ,
888854 ,
888841 ,
888826 ,
888809 ,
888802 ,
888791 ,
888777 ,
888501 ,
888490 ,
881202 ,
886828 ,
888487 ,
888483 ,
888477 ,
887429 ,
887793 ,
888409 ,
887760 ,
888363 ,
888221 ,
888199 ,
888196 ,
888095 ,
888086 ,
887965 ,
887881 ,
887866 ,
887857 ,
887839 ,
887836 ,
887810 ,
887808 ,
887774 ,
881203 ,
887596 ,
887485 ,
887752 ,
887749 ,
887463 ,
887722 ,

duplicate 102717 prior_orders

888984	863891
888986	863893
888987	863894
888988	863895
888991	863898
888994	864238
888996	864588
888998	864590
889001	864895
889004	865797
889005	865798
889005	871718
889007	865799
889008	865800
889009	865802
889014	866265
889017	866268
889019	866269
889022	866675
889032	867180
889034	867181
889035	867182
889037	867183
889041	867184
889042	867185
889045	867186
889046	867187
889047	867188
889049	867189
889051	867544
889052	867546
889054	867547
889055	867548
889056	867549
889059	867552
889060	867553
889061	867554
889063	839740
889063	867556
889068	867858
889070	867860
889071	867861

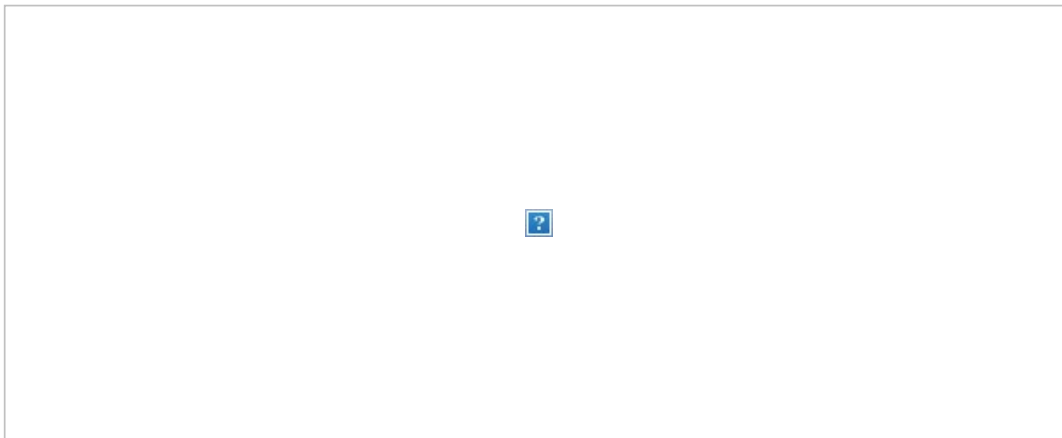
Exhibit 14

From: [Jason Cardiff](#)
To: [Gus Navarro](#)
Cc: [Joanny Spina](#); [Tracy Serrato \(tracy@redwoodscientific.co\)](#); [Michael S](#); [Danielle Cadiz](#); [Julie Green](#)
Subject: Re: email data issue
Date: Friday, July 14, 2017 2:31:27 PM

Team

We need to drop this email today to all email contacts via the

Jason Cardiff
President and Chief Executive Officer
Additional contacts Personal Assistant
Heather Mehta: 909-344-4964
Redwood Scientific Technologies
www.RedwoodSci.com
Office: [310-693-5401](tel:310-693-5401)



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On Jul 14, 2017, at 2:24 PM, Gus Navarro <gus@redwoodscientific.co> wrote:

<https://prolongzoffers.limelightcrm.com>

I notice we have 298,724 total contacts

Prospect: 158,150

Customers: 140, 574

Can we please get an export of all this contacts

Thank you in advance for all your assistance.

On Fri, Jul 14, 2017 at 1:55 PM, Jason Cardiff <jason@redwoodsci.com> wrote:

Joanny

We are having a issue pulling our email data would you be able to pull all data that we have inception and send it to us in a Excel file.

This is very important as we have a FDA call back and need to be able to reach out to all customers we will need to be able to provide proof that we used all means possible.

We would like to get this data today as we have been on the phone with LL support all day and are only able to pull data back 12months they are saying that is there but do not know why we cannot find it nor can they.

Thank you again please send the files to Julie

<image001.jpg>

Jason Cardiff

President and Chief Executive Officer

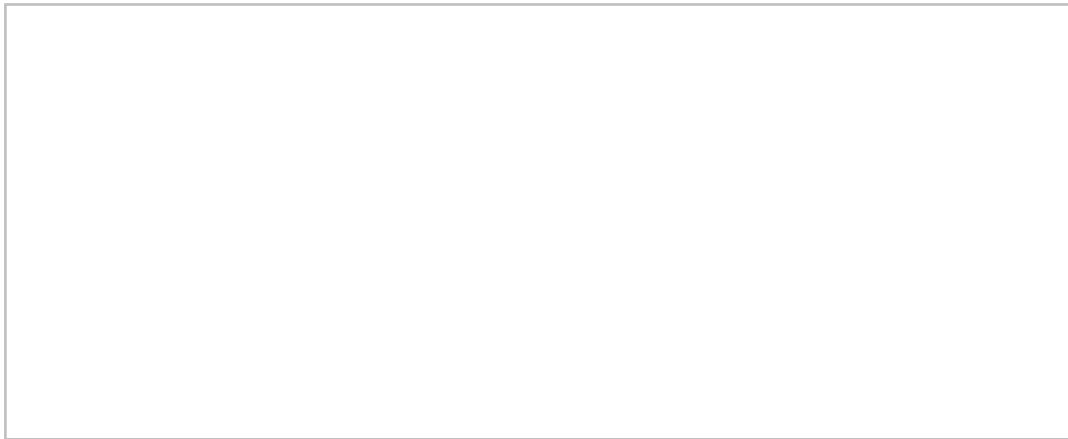
Additional contacts Personal Assistant

Heather Mehta: [909-344-4964](tel:909-344-4964)

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www.RedwoodSci.com

Office: [310-693-5401](tel:310-693-5401)

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From: Joanny Spina [mailto:jspina@limelightcrm.com]

Sent: Friday, June 16, 2017 1:56 PM

To: Tracy Serrato (tracy@redwoodscientific.co) <tracy@redwoodscientific.co>

Cc: Jason Cardiff <jason@redwoodsci.com>; Gus Navarro <gus@redwoodscientific.co>; Michael S <ms@saltpayments.com>; Danielle Cadiz <danielle@redwoodscientific.co>; Julie Green <julieg@redwoodscientific.co>

Subject: Re: new issue

Hi Tracy,

I'm glad to hear that, thank you for the update.

You too have a good weekend!



Joanny Spina

CLIENT SUPPORT MANAGER

O +1 (800) 455 - 9645 x104

jspina@limelightcrm.com

5102 W Laurel Street, #500

Tampa, FL 33607

limelightcrm.com

On Fri, Jun 16, 2017 at 4:37 PM, <tracy@redwoodscientific.co> wrote:

Joanny

Thank you for taking the time to update our team. We will begin our integration/trial with Shipstation on Monday when our programmer is in the office. In the meantime, we will manually edit orders to get pushed out to Shipworks.

Hopefully, switching to Shipstation will eliminate all the issues we've been having with Shipworks.

Have a good weekend!

Tracy

From: Joanny Spina [mailto:jspina@limelightcrm.com]

Sent: Friday, June 16, 2017 1:30 PM

To: Jason Cardiff <jason@redwoodsci.com>

Cc: Gus Navarro <gus@redwoodscientific.co>; Michael S <ms@saltpayments.com>; Tracy

Serrato (tracy@redwoodscientific.co) <tracy@redwoodscientific.co>; Danielle Cadiz

(danielle@redwoodscientific.co) <danielle@redwoodscientific.co>; Julie Green

<julieg@redwoodscientific.co>

Subject: Re: new issue

Hi Jason,

Good day!

We understand this has been an ongoing issue for your team, as we've discussed in the past,

unfortunately this is a limitation of the integration with ShipWorks. As a work around some clients add a generic note to the orders that are left behind and do a download from ShipWorks right after; the note updates the time stamp on the orders and by doing a download right after that you'll get all the orders in your ShipWorks software. The notes can be done at a mass level with the Membership API order_update call.

Since this issue doesn't have an immediate solution our suggestion is still the same, we would recommend you look into a different fulfillment solution that can be more reliable, such as ShipStation.

We apologize for any inconvenience this may cause, please let us know if we can be of assistance with anything else.

Sincerely,



Joanny Spina

CLIENT SUPPORT MANAGER

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limelightcrm.com

On Fri, Jun 16, 2017 at 12:53 PM, Jason Cardiff <jason@redwoodsci.com> wrote:

Michael

Team per the email below we are still having issues with orders not passing thru to shipworks form lime-light we have 609 orders stuck in the system we are now going 2 months with this issue and it is urgent.

From Danielle walker

There are still Euepsia orders that are not being pushed through to Limelight, a majority of them are with rush shipping.

Tracy can we get a specialist out here that knows Limelight and shipworks to figure out what is going on??

Thank you,

Danielle

--

Danielle Walker

Director of Operations

Redwood Scientific Technologies

www.RedwoodSci.com

Office: [424-248-2707](tel:424-248-2707)

<image001.jpg>

Jason Cardiff

President and Chief Executive Officer

Additional contacts Personal Assistant

Heather Mehta: [909-344-4964](tel:909-344-4964)

Redwood Scientific Technologies

www.RedwoodSci.com

Office: [310-693-5401](tel:310-693-5401)



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From: Joanny Spina [mailto:jspina@limelightcrm.com]
Sent: Wednesday, June 14, 2017 1:59 PM
To: Jason Cardiff <jason@redwoodsci.com>; Gus Navarro <gus@redwoodscientific.co>
Cc: Michael S <ms@saltpayments.com>
Subject: Re: Redwood bioscience

Hi Jason / Gus,

Just wanted to follow up with you and inform you that the hotfix for this issue has now been released to production. Your subscription notification emails should be going out starting tomorrow.

Thank you for your patience and for bringing this to our attention!

<image002.jpg>

Joanny Spina

CLIENT SUPPORT MANAGER

O +1 (800) 455 - 9645 x104
jspina@limelightcrm.com

5102 W Laurel Street, #500
Tampa, FL 33607
limelightcrm.com

On Tue, Jun 13, 2017 at 8:18 PM, Michael S <ms@saltpayments.com> wrote:

Thanks Jason. Spread the good word:)

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: Jason Cardiff <jason@redwoodsci.com>

Date: 6/13/17 7:45 PM (GMT-05:00)

To: Joanny Spina <jspina@limelightterm.com>

Cc: Michael S <ms@saltpayments.com>, Gus Navarro <gus@redwoodscientific.co>

Subject: Re: Redwood bioscience

Go team Team limelight just amazing

**Error! Filename not
specified.**

Jason Cardiff

President and Chief Executive Officer

*Additional contacts Personal Assistant
Sahvanah Beagle: [909-217-5973](tel:909-217-5973)*

Redwood Scientific Technologies
www.RedwoodSci.com

250 W. First Street. Suite 310
Claremont, CA 91711
Office: [310-693-5401](tel:310-693-5401)

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On Jun 13, 2017, at 4:39 PM, Joanny Spina <jspina@limelightcrm.com> wrote:

Michael,

You're welcome!

<image002.jpg>

Joanny Spina

CLIENT SUPPORT MANAGER

○ +1 (800) 455 - 9645 x104

jspina@limelightcrm.com

5102 W Laurel Street, #500

Tampa, FL 33607

limelightcrm.com

On Tue, Jun 13, 2017 at 7:25 PM, Michael S <ms@saltpayments.com> wrote:

Thanks Joanny

From: Joanny Spina <jspina@limelightcrm.com>

Date: Tuesday, June 13, 2017 at 7:01 PM

To: Jason Cardiff <jason@redwoodsci.com>

Cc: Michael S <ms@saltpayments.com>, Gus Navarro
<gus@redwoodscientific.co>

Subject: Re: Redwood bioscience

Jason,

You're welcome!

Our development team has identified the issue with the Subscription Notification email, we'll be releasing a hot fix for it by tomorrow. We will follow up with you and your team as soon as the fix has been released.

Gus,

Thank you for the details you provided us with!

Sincerely,

<image002.jpg>

Joanny Spina

CLIENT SUPPORT MANAGER

O [+1 \(800\) 455 - 9645 x104](tel:+18004559645)

jspina@limelightcrm.com

5102 W Laurel Street, #500

Tampa, FL 33607

limelightcrm.com

On Tue, Jun 13, 2017 at 6:44 PM, Jason Cardiff
<jason@redwoodsci.com> wrote:

Joanny

Thank you

I believe your group is taking the issue to your development staff (since we are currently not sending out the 5 day emails still)

Michael

I will keep you in the loop however this issue is causing use a major issue in our Customer service department.

I am sure that you can get it resolved for us.

<image001.jpg>

Jason Cardiff

President and Chief Executive Officer

Additional contacts Personal Assistant

Heather Mehta: [909-344-4964](tel:909-344-4964)

Redwood Scientific Technologies

www.RedwoodSci.com

Office: [310-693-5401](tel:310-693-5401)

<image003.jpg>

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From: Michael S [mailto:ms@saltpayments.com]
Sent: Tuesday, June 13, 2017 1:55 PM
To: Joanny Spina <jspina@limelightcrm.com>
Cc: Jason Cardiff <jason@redwoodsci.com>
Subject: Re: Redwood bioscience

Thanks Joanny

From: Joanny Spina <jspina@limelightcrm.com>
Date: Tuesday, June 13, 2017 at 4:50 PM
To: Michael S <ms@saltpayments.com>
Subject: Re: Redwood bioscience

Hi Michael,

I left a message for Jason, but we've been in active communication with his team and I spoke with him earlier today. They go by a different company name in LimeLight CRM so I didn't realize it was the same client as the one you were referring to.

Sincerely,

<image004.jpg>

Joanny Spina

CLIENT SUPPORT MANAGER
O +1 (800) 455 - 9645 x104
jspina@limelightcrm.com

5102 W Laurel Street, #500
Tampa, FL 33607
limelightcrm.com

On Tue, Jun 13, 2017 at 4:27 PM, Michael S <ms@saltpayments.com> wrote:

Joanny,

Please contact Jason on his mobile right away [909-816-9662](tel:909-816-9662)

From: Jason Cardiff <jason@redwoodsci.com>
Date: Tuesday, June 13, 2017 at 3:05 PM
To: Michael S <ms@saltpayments.com>
Cc: Joanny <jspina@saltpayments.com>, "tracy@redwoodscientific.co" <tracy@redwoodscientific.co>
Subject: Re:

Great

We are all standing by

Code red

**Error!
Filename not
specified.**

Jason Cardiff
**President and Chief Executive
Officer**

*Additional contacts Personal
Assistant
Sahvanah Beagle: [909-217-5973](tel:909-217-5973)*

**Redwood Scientific
Technologies**
www.RedwoodSci.com

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On Jun 13, 2017, at 11:55 AM, Michael S <ms@saltpayments.com> wrote:

Joanny,

See below

From: Jason Cardiff <jason@redwoodsci.com>
Date: Tuesday, June 13, 2017 at 2:32 PM
To: Michael S <ms@saltpayments.com>
Cc: "tracy@redwoodscientific.co" <tracy@redwoodscientific.co>
Subject: RE: Re:

Michael

New issue very urgent

We are having trouble pushing out our cancelation and refund email

We are also having trouble pushing out the 5 day emails as well prior to charging cards

Do you have a programmer we can fly in for the day asap to work with our team


<image001.jpg>

Jason Cardiff

**President and Chief
Executive Officer**

*Additional contacts Personal
Assistant
Heather Mehta: [909-344-4964](tel:909-344-4964)*

**Redwood Scientific
Technologies**
www.RedwoodSci.com
Office: [310-693-5401](tel:310-693-5401)

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From: Michael S [<mailto:ms@saltpayments.com>]
Sent: Friday, May 12, 2017 2:02 PM
To: Jason Cardiff <jason@redwoodsci.com>; Michael S <ms@saltpayments.com>
Cc: Tracy Serrato (tracy@redwoodscientific.co) <tracy@redwoodscientific.co>
Subject: Re: Re:

Jason,

My pleasure. Glad I could help! Let's get you some mids so you can scale.

Michael

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: Jason Cardiff <jason@redwoodsci.com>

Date: 5/12/17 4:58 PM (GMT-05:00)

To: Michael S <ms@saltpayments.com>

Cc: "Tracy Serrato (tracy@redwoodscientific.co)" <tracy@redwoodscientific.co>

Subject: RE: Re:

Michael

Thank you your team is getting it done

We will make changes to the web site asap

<image001.jpg>

Jason Cardiff

**President and Chief
Executive Officer**

*Additional contacts Personal
Assistant*

Heather Mehta: [909-344-4964](tel:909-344-4964)

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<image002.jpg>

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From: Michael S [<mailto:ms@saltpayments.com>]
Sent: Monday, April 10, 2017 11:37 AM
To: Jason Cardiff <jason@redwoodsci.com>; Michael S <ms@saltpayments.com>
Subject: Re:

Call me please

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: Jason Cardiff <jason@redwoodsci.com>
Date: 4/10/17 2:34 PM (GMT-05:00)
To: Michael S <ms@saltpayments.com>
Subject: FW:

<image001.jpg>

Jason Cardiff**President and Chief
Executive Officer***Additional contacts Personal
Assistant**Heather Mehta: [909-344-4964](tel:909-344-4964)***Redwood Scientific
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<image002.jpg>

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From: Cynthia Velazquez [<mailto:cynthia@redwoodscientific.co>]
Sent: Monday, April 10, 2017 11:34 AM
To: Jason Cardiff <jason@redwoodsci.com>
Subject: RE:

<image001.jpg>

Cynthia M. Velazquez**Redwood Scientific
Technologies**

www.RedwoodSci.com

Direct: [424-248-2711](tel:424-248-2711)

Office: [310-693-5401](tel:310-693-5401)

Fax: [800-683-8081](tel:800-683-8081)

<image003.jpg>

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From: Jason Cardiff [<mailto:jason@redwoodsci.com>]
Sent: Monday, April 10, 2017 11:31 AM
To: Cynthia Velazquez <cynthia@redwoodscientific.co>
Subject:

Can you send me the Q 1 profit and loss and balance sheet for RED wood

<image001.jpg>

Jason Cardiff

**President and Chief
Executive Officer**

*Additional contacts Personal
Assistant*

Heather Mehta: [909-344-4964](tel:909-344-4964)

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<image002.jpg>

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Exhibit 15



June 14, 2017

Dear Richard,

It has been brought to our attention that our chargebacks have been trending in a negative direction in addition to a small portion of customers that claim they never received product.

On 3/22/17 we submitted a chargeback reduction plan due to a fairly serious shipping problem that resulted in about 6500 shipping failures. As indicated in our letter, we have moved all shipping and fulfillment in-house and ship all products within 24 hours with tracking. Additionally, we proactively reached out to thousands of customers but unfortunately through our email and phone efforts, we were unable to reach all customers and therefore chargebacks continue to trail from the shipping problems we experienced.

To increase customer satisfaction and help lower chargebacks we had also added an auto-email that is sent out five days prior to a monthly subscription renewal, reminding the customer of their renewal and giving them an opportunity to cancel prior to shipment. Unfortunately, we discovered that due to an SMTP issue, our emails were not being sent. This problem has also been fixed and will result in lower chargebacks moving forward.

We fully anticipate the numbers to begin turning around and normalizing by the end of July.

Below is a list of additional measures we have or plan on taking to reduce chargebacks and improve customer satisfaction:

- Adding a new after hours call center. We control all customer support in-house during normal business hours and were utilizing a call answer service for after-hours assistance. This service worked fine while we were in our early growth phase, but now that we are beginning to grow exponentially, it is time we integrated with a more experienced and hands on customer service company that can give our customers the satisfying experience we desire.

We have enrolled with Ansafone, as an overflow call center for customer service. Ansafone Contact Centers uses a multi-channel communication approach to ensure we stay connected to our customers. Their outsourced contact center services include phone, email management, live chat, social media monitoring, and Interactive Voice Response (IVR). Their expertise spans across several industries and their specialties includes customer service, help desk, tier 1 technical support, sales conversions and enrollment.



- We are scheduled to undergo a full review of all in-house and external processes, including reviewing all chargebacks, email communication, recorded phone calls, and sales process to find any common customer services issues as they relate to chargeback reason codes and processing performance in general.
- We plan on investigating the benefit of a delayed authorization/settlement strategy since many of our chargebacks occur quickly within the first 5 days.
- Lastly, we are investigating the reason why many of our chargebacks seem to be coming in after we have performed a refund on our end and how we can ensure that the customer is aware that a refund has truly been processed and that there may be a delay until the refund is performed by the issuing bank.

Once these changes are implemented, along with the slowing down of trailing activity from our major shipping error, we know our chargebacks will normalize and we will continue to work to ensure the absolute higher levels of customer satisfaction. We have exciting growth plans for our business and we understand that growth is not possible unless our processing performance is excellent. We value our relationship with Vantiv and we understand the special nature of working with such a valued payment processing partner and will do absolutely everything within our power to ensure chargeback performance improves within the next few months and ongoing into the future as we grow our business with Vantiv.

Warmest Regards,

A handwritten signature in black ink, appearing to read "Jason Cardiff", is positioned above the printed name.

Jason Cardiff.

Exhibit 16

From: [Jason Cardiff](#)
To: [Joanny Spina](#); [Julie Green](#)
Cc: [Danielle Cadiz](#); [Gus Navarro](#); [Lime Light CRM Support](#)
Subject: RE: Export Needed
Date: Tuesday, February 13, 2018 12:41:02 PM
Attachments: [image003.png](#)

Approved



Jason Cardiff

President and Chief Executive Officer

Additional contacts Personal Assistant

Sahvanah Beagle: 909-344-4964

Redwood Scientific Technologies

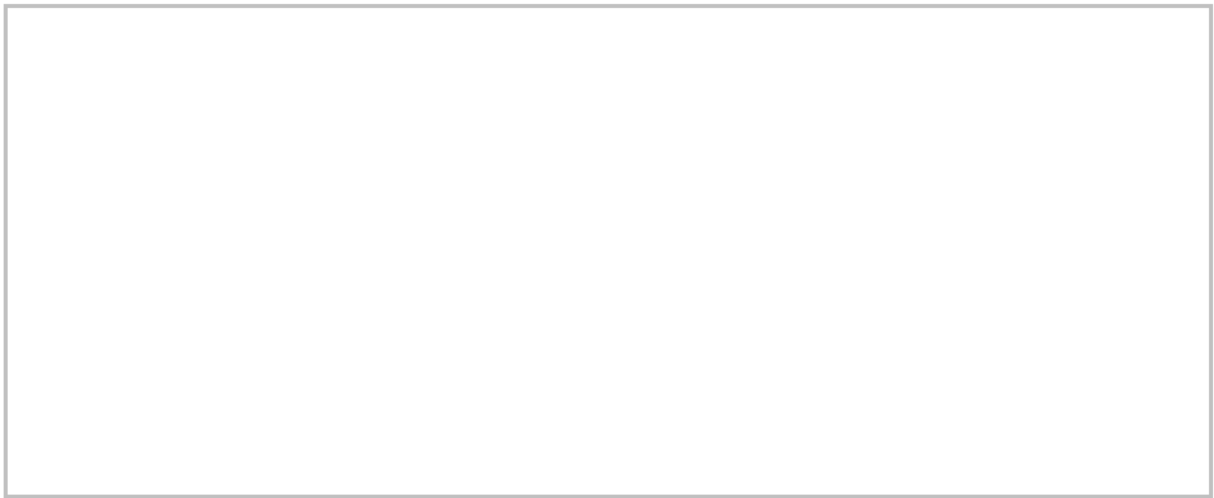
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From: Joanny Spina [mailto:jspina@limelightcrm.com]

Sent: Tuesday, February 13, 2018 12:37 PM

To: Julie Green <julieg@redwoodscientific.co>; Jason Cardiff <jason@redwoodsci.com>

Cc: Danielle Cadiz <danielle@redwoodscientific.co>; Gus Navarro <gus@redwoodscientific.co>; Lime Light CRM Support <support@limelightcrm.com>

Subject: Re: Export Needed

Hi Julie,
Thank you for the update!

Hi Jason,

Just for our records, can you please reply to this email with your confirmation?

Also, would you like to add/remove any approved contacts from your account?

Please advise, thank you!



Joanny Spina

MANAGER OF OPERATIONS & CLIENT SUPPORT

O [+1 \(800\) 455 - 9645 x104](tel:+18004559645)

jspina@limelightcrm.com

2502 N Rocky Point Drive, #145

Tampa, FL 33607

limelightcrm.com

On Tue, Feb 13, 2018 at 12:56 PM, Julie Green <julieg@redwoodscientific.co> wrote:

Hi Joanny

Tracy is no longer with the company. Jason has approved this.

We will need first name, last name, email, phone number

We are wanting the data from prospects and sales for all products so everything in the database no date range.

Thank you so much! When will this be available?

On Tue, Feb 13, 2018 at 8:45 AM, Joanny Spina <jspina@limelightcrm.com> wrote:

Hi Julie,

This would be an Advanced Support which will incur a one-time \$100 fee, we will need approval from Tracy or Jason to move forward. I have provided some exports in the past just as a one time courtesy but these requests are considered advanced support. I'm cc'ing support@limelightcrm.com here so our support team can submit the request for you after we received approval.

Also, what fields exactly are you looking for? Will it be name, email and phone or just email and phone?

Please advise, thank you!



Joanny Spina

MANAGER OF OPERATIONS & CLIENT SUPPORT

O [+1 \(800\) 455 - 9645 x104](tel:+18004559645)

jspina@limelightcrm.com

[2502 N Rocky Point Drive, #145](http://2502NRockyPointDrive.com)

[Tampa, FL 33607](http://Tampa.FL33607.com)

limelightcrm.com

On Mon, Feb 12, 2018 at 7:12 PM, Julie Green <julieg@redwoodscientific.co> wrote:

Hi Joannie,

Can we please get an import of all of phone numbers customers and prospects?

--



Julie Green

Redwood Scientific Technologies

www.redwoodscientific.co

Office: [310-693-5401](tel:310-693-5401)

Direct: [909-243-1310](tel:909-243-1310)



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--

Julie Green

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Exhibit 17

From: [Julie Green](#)
To: jspina@limelightcrm.com
Cc: [Danielle Cadiz](#)
Subject: FW: Vantiv Chargeback report <> Prolongz Offers
Date: Wednesday, May 16, 2018 9:36:31 AM
Attachments: [Chargebacks.xlsx](#)

Hi Joanny,
We have an urgent matter. Can you use the attached report to pull all of these chargebacks. This is something we need quickly.

From: Danielle
Sent: Wednesday, May 16, 2018 8:56 AM
To: Julie Green
Subject: Fwd: Vantiv Chargeback report <> Redwood Scientific

Urgent-

We need to see if limelight can use this report to pull all these chargebacks rather than us searching for each one by transaction number.

Please forward to johanni

Thank you

Danielle Walker

Begin forwarded message:

From: "Skelton, Lorie" <Lorie.Skelton@worldpay.com>
Date: May 16, 2018 at 8:39:15 AM PDT
To: Danielle Cadiz <danielle@redwoodscientific.co>
Cc: "Drake, Richard H" <Richard.Drake@worldpay.com>, Jason Cardiff <jason@redwoodscientific.co>, Jennifer Lu <jenniferl@redwoodscientific.co>
Subject: RE: Vantiv Chargeback report <> Redwood Scientific

Danielle,

I'm sorry for the delay. It took a bit to get to the proper group to pull this amount of data. The report is attached.

Thank You,

Loriél Skelton
Relationship Manager, PayFac™

Exhibit 18

I

ID #:4730

Case ID	Vantiv Payment ID	Merchant Order Number	Account Suffix	Bin	Payment Type	Reason Code	Reason Description	Date Issued	Date Received
'29370339193843	'825612365846610282	688382	8313	512107	MasterCard	4860	Credit Not Processed	8/10/2016	8/10/2016
'29385292325745	'825612600050647855	700856	4779	517805	MasterCard	4855	Nonreceipt of Merchandise	8/31/2016	8/31/2016
'29385292325745	'825612600050647855	700856	4779	517805	MasterCard	4855	Nonreceipt of Merchandise	8/31/2016	8/31/2016
'2938868563874C	'825788341651456622	695570	9621	418581	VISA	75	Cardholder Does Not Recognize Transaction	9/5/2016	9/6/2016
'2938868563874C	'825788341651456622	695570	9621	418581	VISA	75	Cardholder Does Not Recognize Transaction	9/5/2016	9/6/2016
'29390296205844	'825612347191705693	693508	426	542418	MasterCard	4860	Credit Not Processed	9/8/2016	9/7/2016
'29392154108748	'825612619722344402	701522	5430	480213	VISA	85	Credit Not Processed	9/9/2016	9/10/2016
'29392154108748	'825612619722344402	701522	5430	480213	VISA	85	Credit Not Processed	9/9/2016	9/10/2016
'29392237690845	'825788547731620983	701729	516	431406	VISA	83	Fraudulent Transaction-Card Absent Environment	9/10/2016	9/11/2016
'29392237690845	'825788547731620983	701729	516	431406	VISA	83	Fraudulent Transaction-Card Absent Environment	9/10/2016	9/11/2016
'29395544387641	'82578858929717365C	702863	9009	512107	MasterCard	4837	No Cardholder Authorization	9/15/2016	9/15/2016
'29398817203248	'826052473972737708	702908	973	537802	MasterCard	4855	Nonreceipt of Merchandise	9/20/2016	9/20/2016
'29398817203248	'826052473972737708	702908	973	537802	MasterCard	4855	Nonreceipt of Merchandise	9/20/2016	9/20/2016
'27402800019645	'825612569867715512	699682	9961	517805	MasterCard	4837	No Cardholder Authorization	9/26/2016	9/25/2016
'27402800019645	'825612569867715512	699682	9961	517805	MasterCard	4837	No Cardholder Authorization	9/26/2016	9/25/2016
'27405315512848	'8256788642548613519	704692	3377	414718	VISA	83	Fraudulent Transaction-Card Absent Environment	9/27/2016	9/28/2016
'27405323149443	'82605252532371494C	704691	3377	414718	VISA	83	Fraudulent Transaction-Card Absent Environment	9/27/2016	9/28/2016
'27405315512848	'825788642548613519	704692	3377	414718	VISA	83	Fraudulent Transaction-Card Absent Environment	9/27/2016	9/28/2016
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'27407213745942	'82561261888086171C	701487	3214	406032	VISA	83	Fraudulent Transaction-Card Absent Environment	9/29/2016	9/30/2016
'27407213745942	'82561261888086171C	701487	3214	406032	VISA	83	Fraudulent Transaction-Card Absent Environment	9/29/2016	9/30/2016
'27411624077545	'825876460234672035	699873	3765	469596	VISA	83	Fraudulent Transaction-Card Absent Environment	10/5/2016	10/6/2016
'27413151322041	'82561252041662771E	698121	6477	486796	VISA	83	Fraudulent Transaction-Card Absent Environment	10/7/2016	10/8/2016
'27413321029948	'825612564502036721	699446	3106	517805	MasterCard	4837	No Cardholder Authorization	10/10/2016	10/9/2016
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'27414913349348	'82578868929888443E	706063	3837	517805	MasterCard	4837	No Cardholder Authorization	10/11/2016	10/11/2016
'27414913349348	'82578868929888443E	706063	3837	517805	MasterCard	4837	No Cardholder Authorization	10/11/2016	10/11/2016
'27417942194045	'825788341651456622	695570	9621	418581	VISA	75	Cardholder Does Not Recognize Transaction	9/5/2016	10/14/2016
'27418662049041	'819983473167976144	715808	5493	434257	VISA	80	Incorrect Transaction Amount or Account Number	10/14/2016	10/15/2016
'27418662049041	'819983473167976144	715808	5493	434257	VISA	80	Incorrect Transaction Amount or Account Number	10/14/2016	10/15/2016
'27418662049041	'819983473167976144	715808	5493	434257	VISA	80	Incorrect Transaction Amount or Account Number	10/14/2016	10/15/2016
'27418662049041	'819983473167976144	715808	5493	434257	VISA	80	Incorrect Transaction Amount or Account Number	10/14/2016	10/15/2016
'27420255784448	'825612619722344402	701522	5430	480213	VISA	85	Credit Not Processed	9/9/2016	10/18/2016
'27421410904541	'820159395071017903	715812	5493	434257	VISA	82	Duplicate Processing	10/18/2016	10/19/2016
'27421400375546	'819983473167976144	715808	5493	434257	VISA	80	Incorrect Transaction Amount or Account Number	10/17/2016	10/19/2016
'27421410904541	'820159395071017903	715812	5493	434257	VISA	82	Duplicate Processing	10/18/2016	10/19/2016
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'27421410904541	'820159395071017903	715812	5493	434257	VISA	82	Duplicate Processing	10/18/2016	10/19/2016
'27422995825044	'82605252532371494C	704691	3377	414718	VISA	83	Fraudulent Transaction-Card Absent Environment	9/27/2016	10/20/2016
'27424014014642	'826052267333961324	696587	8162	542418	MasterCard	4841	Cancelled Recurring Transaction	10/22/2016	10/21/2016
'27423507567245	'820159395071017903	715812	5493	434257	VISA	82	Duplicate Processing	10/19/2016	10/21/2016
'27423501744448	'819983473167976144	715808	5493	434257	VISA	82	Duplicate Processing	10/20/2016	10/21/2016
'27423501744448	'819983473167976144	715808	5493	434257	VISA	82	Duplicate Processing	10/20/2016	10/21/2016
'27424014014642	'826052267333961324	696587	8162	542418	MasterCard	4841	Cancelled Recurring Transaction	10/22/2016	10/21/2016
'27428944902743	'812946230141993319	701020	4548	426684	VISA	41	Cancelled Recurring Transaction	10/27/2016	10/28/2016
'27428944902743	'812946230141993319	701020	4548	426684	VISA	41	Cancelled Recurring Transaction	10/27/2016	10/28/2016
'2743277784848	'82561261888086171C	701487	3214	406032	VISA	83	Fraudulent Transaction-Card Absent Environment	9/29/2016	11/3/2016
'2743311791442	'825524610414456841	699734	9841	464018	VISA	85	Credit Not Processed	11/2/2016	11/3/2016
'27436478532547	'825788547731620983	701729	516	431406	VISA	83	Fraudulent Transaction-Card Absent Environment	9/10/2016	11/8/2016
'27437651349345	'82015953681227868C	720969	8235	414709	VISA	83	Fraudulent Transaction-Card Absent Environment	11/8/2016	11/9/2016
'27437651349345	'82015953681227868C	720969	8235	414709	VISA	83	Fraudulent Transaction-Card Absent Environment	11/8/2016	11/9/2016
'27439810594445	'81989570329616433E	723521	7499	414737	VISA	80	Incorrect Transaction Amount or Account Number	11/10/2016	11/11/2016
'27439810594445	'81989570329616433E	723521	7499	414737	VISA	80	Incorrect Transaction Amount or Account Number	11/10/2016	11/11/2016
'27442405610943	'820159318767288695	712892	7859	discov	Discover	4755	Non-Receipt of Goods or Service	11/14/2016	11/15/2016
'27442405610943	'820159318767288695	712892	7859	discov	Discover	4755	Non-Receipt of Goods or Service	11/14/2016	11/15/2016
'27442405610943	'820159318767288695	712892	7859	discov	Discover	4755	Non-Receipt of Goods or Service	11/14/2016	11/15/2016
'27442405610943	'820159318767288695	712892	7859	discov	Discover	4755	Non-Receipt of Goods or Service	11/14/2016	11/15/2016
'27443879123645	'82042341837045876E	720832	3223	517805	MasterCard	4860	Credit Not Processed	11/17/2016	11/17/2016
'27443879123744	'820247496510669504	720834	3223	517805	MasterCard	4860	Credit Not Processed	11/17/2016	11/17/2016
'27443949524343	'820247588811899093	725703	3013	414709	VISA	85	Credit Not Processed	11/16/2016	11/17/2016
'27443879123645	'82042341837045876E	720832	3223	517805	MasterCard	4860	Credit Not Processed	11/17/2016	11/17/2016
'27443879123744	'820247496510669504	720834	3223	517805	MasterCard	4860	Credit Not Processed	11/17/2016	11/17/2016
'27446035304245	'820423271111065659	715607	8365	435545	VISA	30	Services Not Provided or Merchandise Not Received	11/20/2016	11/21/2016
'27448260471446	'819983587805923042	719921	1613	431307	VISA	85	Credit Not Processed	11/22/2016	11/23/2016
'2744887172194C	'826052556578079689	705629	8378	435983	VISA	85	Credit Not Processed	11/23/2016	11/24/2016
'27448871734448	'820247277601752197	712793	4102	442644	VISA	83	Fraudulent Transaction-Card Absent Environment	11/23/2016	11/24/2016
'27448871778643	'820423448810702648	722884	5487	410039	VISA	83	Fraudulent Transaction-Card Absent Environment	11/23/2016	11/24/2016
'27448871778742	'820247526950994879	722885	5487	410039	VISA	83	Fraudulent Transaction-Card Absent Environment	11/23/2016	11/24/2016
'27448873082341	'825788535217440182	701303	2646	414709	VISA	83	Fraudulent Transaction-Card Absent Environment	11/23/2016	11/24/2016
'27448873082341	'825788535217440182	701303	2646	414709	VISA	83	Fraudulent Transaction-Card Absent Environment	11/23/2016	11/24/2016
'27448871778643	'820423448810702648	722884	5487	410039	VISA	83	Fraudulent Transaction-Card Absent Environment	11/23/2016	11/24/2016
'27448871778742	'820247526950994879	722885	5487	410039	VISA	83	Fraudulent Transaction-Card Absent Environment	11/23/2016	11/24/2016
'27451346226644	'819983351766631411	708893	2835	458546	VISA	83	Fraudulent Transaction-Card Absent Environment	11/29/2016	11/29/2016
'27452021489044	'812946230141993319	701020	4548	426684	VISA	41	Cancelled Recurring Transaction	10/27/2016	11/30/2016

Reply By Date	Chargeback Currency	Chargeback Amt	Auth Date	Auth Currency	Auth Am	Transaction Date	Transaction Purchase Currency	Transaction Purchase Am	Transaction Settlement Currency
9/14/2016	USD	-49.95	7/17/2016	USD	49.95	7/17/2016	USD	49.95	USD
10/5/2016	USD	-49.95	8/19/2016	USD	49.95	8/19/2016	USD	49.95	USD
10/5/2016	USD	49.95	8/19/2016	USD	49.95	8/19/2016	USD	49.95	USD
10/10/2016	USD	-49.95	7/25/2016	USD	49.95	7/25/2016	USD	49.95	USD
10/10/2016	USD	49.95	7/25/2016	USD	49.95	7/25/2016	USD	49.95	USD
10/13/2016	USD	-49.95	7/15/2016	USD	49.95	7/15/2016	USD	49.95	USD
10/14/2016	USD	-49.95	8/22/2016	USD	49.95	8/22/2016	USD	49.95	USD
10/14/2016	USD	49.95	8/22/2016	USD	49.95	8/22/2016	USD	49.95	USD
10/15/2016	USD	-239.95	8/23/2016	USD	239.95	8/23/2016	USD	239.95	USD
10/15/2016	USD	239.95	8/23/2016	USD	239.95	8/23/2016	USD	239.95	USD
10/20/2016	USD	-49.95	8/29/2016	USD	49.95	8/29/2016	USD	49.95	USD
10/25/2016	USD	-249.95	8/29/2016	USD	249.95	8/29/2016	USD	249.95	USD
10/25/2016	USD	249.95	8/29/2016	USD	249.95	8/29/2016	USD	249.95	USD
10/31/2016	USD	-49.95	8/15/2016	USD	49.95	8/15/2016	USD	49.95	USD
10/31/2016	USD	49.95	8/15/2016	USD	49.95	8/15/2016	USD	49.95	USD
11/1/2016	USD	-127.95	9/5/2016	USD	127.95	9/5/2016	USD	127.95	USD
11/1/2016	USD	-127.95	9/5/2016	USD	127.95	9/5/2016	USD	127.95	USD
11/1/2016	USD	127.95	9/5/2016	USD	127.95	9/5/2016	USD	127.95	USD
11/1/2016	USD	127.95	9/5/2016	USD	127.95	9/5/2016	USD	127.95	USD
11/3/2016	USD	-49.95	8/22/2016	USD	49.95	8/22/2016	USD	49.95	USD
11/3/2016	USD	49.95	8/22/2016	USD	49.95	8/22/2016	USD	49.95	USD
11/9/2016	USD	-49.95	8/16/2016	USD	49.95	8/16/2016	USD	49.95	USD
11/11/2016	USD	-49.95	8/8/2016	USD	49.95	8/8/2016	USD	49.95	USD
11/14/2016	USD	-49.95	8/14/2016	USD	49.95	8/14/2016	USD	49.95	USD
11/14/2016	USD	49.95	8/14/2016	USD	49.95	8/14/2016	USD	49.95	USD
11/15/2016	USD	-49.95	9/12/2016	USD	49.95	9/12/2016	USD	49.95	USD
11/15/2016	USD	49.95	9/12/2016	USD	49.95	9/12/2016	USD	49.95	USD
10/10/2016	USD	-49.95	7/25/2016	USD	49.95	7/25/2016	USD	49.95	USD
11/18/2016	USD	-127.95	10/11/2016	USD	127.95	10/11/2016	USD	127.95	USD
11/18/2016	USD	127.95	10/11/2016	USD	127.95	10/11/2016	USD	127.95	USD
11/18/2016	USD	-127.95	10/11/2016	USD	127.95	10/11/2016	USD	127.95	USD
11/18/2016	USD	127.95	10/11/2016	USD	127.95	10/11/2016	USD	127.95	USD
10/14/2016	USD	-49.95	8/22/2016	USD	49.95	8/22/2016	USD	49.95	USD
11/22/2016	USD	-127.95	10/11/2016	USD	127.95	10/11/2016	USD	127.95	USD
	USD	127.95	10/11/2016	USD	127.95	10/11/2016	USD	127.95	USD
11/22/2016	USD	127.95	10/11/2016	USD	127.95	10/11/2016	USD	127.95	USD
11/22/2016	USD	-127.95	10/11/2016	USD	127.95	10/11/2016	USD	127.95	USD
11/22/2016	USD	127.95	10/11/2016	USD	127.95	10/11/2016	USD	127.95	USD
11/1/2016	USD	-127.95	9/5/2016	USD	127.95	9/5/2016	USD	127.95	USD
11/26/2016	USD	-49.95	7/31/2016	USD	49.95	7/31/2016	USD	49.95	USD
	USD	127.95	10/11/2016	USD	127.95	10/11/2016	USD	127.95	USD
11/24/2016	USD	-127.95	10/11/2016	USD	127.95	10/11/2016	USD	127.95	USD
11/24/2016	USD	127.95	10/11/2016	USD	127.95	10/11/2016	USD	127.95	USD
11/26/2016	USD	49.95	7/31/2016	USD	49.95	7/31/2016	USD	49.95	USD
12/1/2016	USD	-49.95	8/20/2016	USD	49.95	8/20/2016	USD	49.95	USD
12/1/2016	USD	49.95	8/20/2016	USD	49.95	8/20/2016	USD	49.95	USD
11/3/2016	USD	-49.95	8/22/2016	USD	49.95	8/22/2016	USD	49.95	USD
12/7/2016	USD	-49.95	8/15/2016	USD	49.95	8/15/2016	USD	49.95	USD
10/15/2016	USD	-239.95	8/23/2016	USD	239.95	8/23/2016	USD	239.95	USD
12/13/2016	USD	-49.95	10/31/2016	USD	49.95	10/31/2016	USD	49.95	USD
12/13/2016	USD	49.95	10/31/2016	USD	49.95	10/31/2016	USD	49.95	USD
12/15/2016	USD	-50	11/7/2016	USD	99.95	11/7/2016	USD	99.95	USD
12/15/2016	USD	50	11/7/2016	USD	99.95	11/7/2016	USD	99.95	USD
12/19/2016	USD	-127.95	9/30/2016	USD	127.95	9/30/2016	USD	127.95	USD
12/19/2016	USD	127.95	9/30/2016	USD	127.95	9/30/2016	USD	127.95	USD
12/19/2016	USD	-127.95	9/30/2016	USD	127.95	9/30/2016	USD	127.95	USD
12/19/2016	USD	127.95	9/30/2016	USD	127.95	9/30/2016	USD	127.95	USD
12/22/2016	USD	-49.95	10/31/2016	USD	49.95	10/31/2016	USD	49.95	USD
12/22/2016	USD	-1.99	10/31/2016	USD	1.99	10/31/2016	USD	1.99	USD
12/21/2016	USD	-99.95	11/13/2016	USD	99.95	11/13/2016	USD	99.95	USD
12/22/2016	USD	49.95	10/31/2016	USD	49.95	10/31/2016	USD	49.95	USD
12/22/2016	USD	1.99	10/31/2016	USD	1.99	10/31/2016	USD	1.99	USD
12/25/2016	USD	-49.95	10/10/2016	USD	49.95	10/10/2016	USD	49.95	USD
12/27/2016	USD	-99.95	10/27/2016	USD	99.95	10/27/2016	USD	99.95	USD
12/28/2016	USD	-39.95	9/10/2016	USD	49.95	9/10/2016	USD	49.95	USD
12/28/2016	USD	-49.95	9/30/2016	USD	49.95	9/30/2016	USD	49.95	USD
12/28/2016	USD	-49.95	11/4/2016	USD	49.95	11/4/2016	USD	49.95	USD
12/28/2016	USD	-1.99	11/4/2016	USD	1.99	11/4/2016	USD	1.99	USD
12/28/2016	USD	-49.95	8/21/2016	USD	49.95	8/21/2016	USD	49.95	USD
12/28/2016	USD	49.95	8/21/2016	USD	49.95	8/21/2016	USD	49.95	USD
12/28/2016	USD	49.95	11/4/2016	USD	49.95	11/4/2016	USD	49.95	USD
12/28/2016	USD	1.99	11/4/2016	USD	1.99	11/4/2016	USD	1.99	USD
1/3/2017	USD	-129.33	9/24/2016	USD	127.95	9/24/2016	USD	127.95	USD
12/1/2016	USD	-49.95	8/20/2016	USD	49.95	8/20/2016	USD	49.95	USD

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Transaction Settlement Am	Activity Date	Settlement Date	Activity	Cycle	Campaign	Merchant Name	Affiliate	Merchant Grouping ID	Reporting Group
49.95	8/10/2016	8/11/2016	Assign To Merchan	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	8/31/2016	9/1/2016	Assign To Merchan	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	9/13/2016	9/14/2016	Merchant Represent	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	9/6/2016	9/7/2016	Assign To Merchan	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	9/13/2016	9/14/2016	Merchant Represent	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	9/7/2016	9/8/2016	Assign To Merchan	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	9/10/2016	9/12/2016	Assign To Merchan	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	9/13/2016	9/14/2016	Merchant Represent	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
239.95	9/11/2016	9/12/2016	Assign To Merchan	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
239.95	9/21/2016	9/22/2016	Merchant Represent	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	9/15/2016	9/16/2016	Assign To Merchan	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
249.95	9/20/2016	9/21/2016	Assign To Merchan	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
249.95	9/21/2016	9/22/2016	Merchant Represent	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	9/25/2016	9/26/2016	Assign To Merchan	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	9/30/2016	10/3/2016	Merchant Represent	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
127.95	9/28/2016	9/29/2016	Assign To Merchan	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
127.95	9/28/2016	9/29/2016	Assign To Merchan	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
127.95	9/30/2016	10/3/2016	Merchant Represent	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
127.95	9/30/2016	10/3/2016	Merchant Represent	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	9/30/2016	10/3/2016	Assign To Merchan	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	9/30/2016	10/3/2016	Merchant Represent	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	10/6/2016	10/7/2016	Assign To Merchan	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	10/8/2016	10/11/2016	Assign To Merchan	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	10/9/2016	10/11/2016	Assign To Merchan	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	11/11/2016	11/14/2016	Merchant Represent	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	10/11/2016	10/12/2016	Assign To Merchan	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	11/11/2016	11/14/2016	Merchant Represent	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	10/14/2016	10/17/2016	Assign To Merchan	ARBITRATION_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
127.95	10/15/2016	10/17/2016	Assign To Merchan	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
127.95	11/11/2016	11/14/2016	Merchant Represent	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
127.95	11/14/2016	11/15/2016	Request Decline	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
127.95	11/16/2016	11/17/2016	Merchant Represent	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	10/18/2016	10/19/2016	Assign To Merchan	ARBITRATION_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
127.95	10/19/2016	10/20/2016	Assign To Merchan	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
127.95	10/20/2016	10/21/2016	Assign To Merchan	CHARGEBACK_REVERSA		TBX FREE			epoAmBPkbTjygpma
127.95	11/16/2016	11/17/2016	Merchant Represent	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
127.95	11/17/2016	11/18/2016	Request Decline	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
127.95	11/22/2016	11/23/2016	Merchant Represent	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
127.95	10/20/2016	10/21/2016	Assign To Merchan	ARBITRATION_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	10/21/2016	10/24/2016	Assign To Merchan	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
127.95	10/24/2016	10/25/2016	Assign To Merchan	CHARGEBACK_REVERSA		TBX FREE			epoAmBPkbTjygpma
127.95	10/25/2016	10/26/2016	Assign To Merchan	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
127.95	11/22/2016	11/23/2016	Merchant Represent	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	11/22/2016	11/23/2016	Merchant Represent	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	10/28/2016	10/31/2016	Assign To Merchan	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	11/22/2016	11/23/2016	Merchant Represent	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	11/3/2016	11/4/2016	Assign To Merchan	ARBITRATION_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	11/3/2016	11/4/2016	Assign To Merchan	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
239.95	11/8/2016	11/9/2016	Assign To Merchan	ARBITRATION_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	11/9/2016	11/10/2016	Assign To Merchan	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	11/22/2016	11/23/2016	Merchant Represent	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
99.95	11/11/2016	11/14/2016	Assign To Merchan	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
99.95	11/22/2016	11/23/2016	Merchant Represent	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
127.95	11/15/2016	11/16/2016	Assign To Merchan	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
127.95	11/22/2016	11/23/2016	Merchant Represent	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
127.95	11/23/2016	11/25/2016	Send Representmen	REPRESENTMENT		TBX FREE			epoAmBPkbTjygpma
127.95	11/25/2016	11/28/2016	Network Decisior	REPRESENTMENT		TBX FREE			epoAmBPkbTjygpma
49.95	11/17/2016	11/18/2016	Assign To Merchan	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
1.99	11/17/2016	11/18/2016	Assign To Merchan	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
99.95	11/17/2016	11/18/2016	Assign To Merchan	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	11/22/2016	11/23/2016	Merchant Represent	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
1.99	11/22/2016	11/23/2016	Merchant Represent	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	11/21/2016	11/22/2016	Assign To Merchan	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
99.95	11/23/2016	11/25/2016	Assign To Merchan	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	11/24/2016	11/25/2016	Assign To Merchan	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	11/24/2016	11/25/2016	Assign To Merchan	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	11/24/2016	11/25/2016	Assign To Merchan	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
1.99	11/24/2016	11/25/2016	Assign To Merchan	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	11/24/2016	11/25/2016	Assign To Merchan	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	12/8/2016	12/9/2016	Merchant Represent	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	12/16/2016	12/19/2016	Merchant Represent	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
1.99	12/16/2016	12/19/2016	Merchant Represent	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
127.95	11/29/2016	11/30/2016	Assign To Merchan	FIRST_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma
49.95	11/30/2016	12/1/2016	Assign To Merchan	ARBITRATION_CHARGEBACK		TBX FREE			epoAmBPkbTjygpma

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Txn Type	Batch ID	Session ID	ARN	Customer ID	Merchant Transaction ID	Billing Descripto	Assigned To	Assigned To User Typ
Cond. Deposi	'826316045715621399	'826316045715621381	'75418236199028241316625	0	688382	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'826404241844633867	'826404241844633855	'75418236232029330226496	0	700856	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'826404241844633867	'826404241844633855	'75418236232029330226496	0	700856	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'826228142800569554	'826228142800569547	'24906416207028481005861	0	695570	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'826228142800569554	'826228142800569547	'24906416207028481005861	0	695570	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'826228071184221617	'826228071184221605	'75418236197028145494326	0	693508	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'826316302231306801	'826316302231306793	'24906416235029415413011	0	701522	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'826316302231306801	'826316302231306793	'24906416235029415413011	0	701522	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'826140387223306739	'826140387223306721	'24906416236029446544908	0	701729	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'826140387223306739	'826140387223306721	'24906416236029446544908	0	701729	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'826492275323699380	'826492275323699372	'75418236242029631326965	0	702863	TBxFREE		
Cond. Deposi	'826492275323699380	'826492275323699372	'75418236242029641710061	0	702908	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'826492275323699380	'826492275323699372	'75418236242029641710061	0	702908	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'826228290338899678	'826228290338899666	'75418236228029179084665	0	699682	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'826228290338899678	'826228290338899666	'75418236228029179084665	0	699682	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'826140478622598693	'826140478622598685	'24906416249029888997361	156009	704692	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'826140478622598693	'826140478622598685	'24906416249029888997355	0	704691	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'826140478622598693	'826140478622598685	'24906416249029888997361	156009	704692	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'826140478622598693	'826140478622598685	'24906416249029888997355	0	704691	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'826316302231306801	'826316302231306793	'24906416235029411898801	0	701487	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'826316302231306801	'826316302231306793	'24906416235029411898801	0	701487	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'826140339887882398	'826140339887882380	'2490641622902916846235	0	699873	TBxFREE	Tracy Carranza	MULTI_ORG
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Cond. Deposi	'826492164291954318	'826492164291954300	'75418236227029150468205	0	699446	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'826492164291954318	'826492164291954300	'75418236227029150468205	0	699446	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'826140528882237885	'826140528882237877	'75418236256030114836345	0	706063	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'826140528882237885	'826140528882237877	'75418236256030114836345	0	706063	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'826228142800569554	'826228142800569547	'24906416207028481005861	0	695570	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'820687155000852981	'820687155000852973	'24906416285031143683898	0	715808	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'820687155000852981	'820687155000852973	'24906416285031143683898	0	715808	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'820687155000852981	'820687155000852973	'24906416285031143683898	0	715808	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'820687155000852981	'820687155000852973	'24906416285031143683898	0	715808	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'826316302231306801	'826316302231306793	'24906416235029415413011	0	701522	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'820687155000852981	'820687155000852973	'24906416285031143683914	158340	715812	TBxFREE	Tracy Carranza	MULTI_ORG
Refund	'820687155000852981	'820687155000852973	'24906416285031143683898	0	715808	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'820687155000852981	'820687155000852973	'24906416285031143683914	158340	715812	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'820687155000852981	'820687155000852973	'24906416285031143683914	158340	715812	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'820687155000852981	'820687155000852973	'24906416285031143683914	158340	715812	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'826140478622598693	'826140478622598685	'24906416249029888997355	0	704691	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'826492067831890431	'826492067831890423	'75418236213028684990788	0	696587	TBxFREE	Tracy Carranza	MULTI_ORG
Refund	'820687155000852981	'820687155000852973	'24906416285031143683914	158340	715812	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'820687155000852981	'820687155000852973	'24906416285031143683898	0	715808	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'820687155000852981	'820687155000852973	'24906416285031143683898	0	715808	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'826492067831890431	'826492067831890423	'75418236213028684990788	0	696587	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'811890669336169292	'811890669336169284	'24906416233029360072467	0	701020	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'811890669336169292	'811890669336169284	'24906416233029360072467	0	701020	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'826316302231306801	'826316302231306793	'24906416235029411898801	0	701487	TBxFREE	Tracy Carranza	MULTI_ORG
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Cond. Deposi	'826140387223306739	'826140387223306721	'24906416236029446544908	0	701729	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'820775258380453314	'820775258380453306	'24906416305031832295562	0	720969	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'820775258380453314	'820775258380453306	'24906416305031832295562	0	720969	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'820511426052587730	'820511426052587722	'24906416312032100071132	0	723521	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'820511426052587730	'820511426052587722	'24906416312032100071132	0	723521	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'820511156787364648	'820511156787364630	'76011770362743075203495	0	712892	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'820511156787364648	'820511156787364630	'76011770362743075203495	0	712892	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'820511156787364648	'820511156787364630	'76011770362743075203495	0	712892	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'820511156787364648	'820511156787364630	'76011770362743075203495	0	712892	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'820775258380453314	'820775258380453306	'75418236305031824775325	0	720832	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'820775258380453314	'820775258380453306	'75418236305031824775337	159617	720834	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'820687390232822755	'820687390232822748	'24906416318032307135197	0	725703	TBxFREE	Tracy Carranza	MULTI_ORG
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Cond. Deposi	'820775258380453314	'820775258380453306	'75418236305031824775337	159617	720834	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'820599188558561479	'820599188558561461	'24906416284031108939757	0	715607	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'820511347893617249	'820511347893617231	'24906416301031700987098	0	719921	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'826140511178098369	'826140511178098351	'24906416254030053730805	0	705629	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'820511156787364648	'820511156787364630	'24906416274030738980531	0	712793	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'820775287325820725	'820775287325820717	'2490641630903200665415C	0	722884	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'820775287325820725	'820775287325820717	'24906416309032006654144	160389	722885	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'826140369439540533	'826140369439540525	'24906416234029388011868	0	701303	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'826140369439540533	'826140369439540525	'24906416234029388011868	0	701303	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'820775287325820725	'820775287325820717	'2490641630903200665415C	0	722884	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'820775287325820725	'820775287325820717	'24906416309032006654144	160389	722885	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'820862957612892793	'820862957612892785	'24906416268030528480188	0	708893	TBxFREE	Tracy Carranza	MULTI_ORG
Cond. Deposi	'811890669336169292	'811890669336169284	'24906416233029360072467	0	701020	TBxFREE	Tracy Carranza	MULTI_ORG

Issuing Bank Country Cod	Merchant ID	Issuing Bank	Presenter	Txn Secondary Amt	Txn Secondary Settlement Amt
USA	9280236	CITIBANK N.A.	redwooc		
USA	9280236	CAPITAL ONE BANK (USA), NATIONAL ASSOCIATION	redwooc		
USA	9280236	CAPITAL ONE BANK (USA), NATIONAL ASSOCIATION	redwooc		
USA	9280236	Chase Bank USA, National Associatic	redwooc		
USA	9280236	Chase Bank USA, National Associatic	redwooc		
USA	9280236	CITIBANK N.A.	redwooc		
USA	9280236	Capital One Bank (Usa), National Associatic	redwooc		
USA	9280236	Capital One Bank (Usa), National Associatic	redwooc		
USA	9280236	MidFirst Banl	redwooc		
USA	9280236	MidFirst Banl	redwooc		
USA	9280236	CITIBANK N.A.	redwooc		
USA	9280236	BARCLAYS BANK DELAWAR	redwooc		
USA	9280236	BARCLAYS BANK DELAWAR	redwooc		
USA	9280236	CAPITAL ONE BANK (USA), NATIONAL ASSOCIATION	redwooc		
USA	9280236	CAPITAL ONE BANK (USA), NATIONAL ASSOCIATION	redwooc		
USA	9280236	Wells Fargo Bank, National Associatic	redwooc		
USA	9280236	Wells Fargo Bank, National Associatic	redwooc		
USA	9280236	Wells Fargo Bank, National Associatic	redwooc		
USA	9280236	Wells Fargo Bank, National Associatic	redwooc		
USA	9280236	JPMorgan Chase Bank N.A. - Debi	redwooc		
USA	9280236	JPMorgan Chase Bank N.A. - Debi	redwooc		
USA	9280236	Barclays Bank Delaware	redwooc		
USA	9280236	JPMorgan Chase Bank N.A. - Debi	redwooc		
USA	9280236	CAPITAL ONE BANK (USA), NATIONAL ASSOCIATION	redwooc		
USA	9280236	CAPITAL ONE BANK (USA), NATIONAL ASSOCIATION	redwooc		
USA	9280236	CAPITAL ONE BANK (USA), NATIONAL ASSOCIATION	redwooc		
USA	9280236	Chase Bank USA, National Associatic	redwooc		
USA	9280236	Wells Fargo Bank, National Associatic	redwooc		
USA	9280236	Wells Fargo Bank, National Associatic	redwooc		
USA	9280236	Wells Fargo Bank, National Associatic	redwooc		
USA	9280236	Wells Fargo Bank, National Associatic	redwooc		
USA	9280236	Capital One Bank (Usa), National Associatic	redwooc		
USA	9280236	Wells Fargo Bank, National Associatic	redwooc		
USA	9280236	Wells Fargo Bank, National Associatic	redwooc		
USA	9280236	Wells Fargo Bank, National Associatic	redwooc		
USA	9280236	Wells Fargo Bank, National Associatic	redwooc		
USA	9280236	Wells Fargo Bank, National Associatic	redwooc		
USA	9280236	Wells Fargo Bank, National Associatic	redwooc		
USA	9280236	Wells Fargo Bank, National Associatic	redwooc		
USA	9280236	CITIBANK N.A.	redwooc		
USA	9280236	Wells Fargo Bank, National Associatic	redwooc		
USA	9280236	Wells Fargo Bank, National Associatic	redwooc		
USA	9280236	Wells Fargo Bank, National Associatic	redwooc		
USA	9280236	CITIBANK N.A.	redwooc		
USA	9280236	Chase Bank USA, National Associatic	redwooc		
USA	9280236	Chase Bank USA, National Associatic	redwooc		
USA	9280236	JPMorgan Chase Bank N.A. - Debi	redwooc		
USA	9280236	Chase Bank USA, National Associatic	redwooc		
USA	9280236	MidFirst Banl	redwooc		
USA	9280236	Capital One Bank (Usa), National Associatic	redwooc		
USA	9280236	Capital One Bank (Usa), National Associatic	redwooc		
USA	9280236	Bank of America - Consumer Cred	redwooc		
USA	9280236	Bank of America - Consumer Cred	redwooc		
USA	9280236	Discover	redwooc		
USA	9280236	Discover	redwooc		
USA	9280236	Discover	redwooc		
USA	9280236	Discover	redwooc		
USA	9280236	CAPITAL ONE BANK (USA), NATIONAL ASSOCIATION	redwooc		
USA	9280236	CAPITAL ONE BANK (USA), NATIONAL ASSOCIATION	redwooc		
USA	9280236	Capital One Bank (Usa), National Associatic	redwooc		
USA	9280236	CAPITAL ONE BANK (USA), NATIONAL ASSOCIATION	redwooc		
USA	9280236	CAPITAL ONE BANK (USA), NATIONAL ASSOCIATION	redwooc		
USA	9280236	Regions Banl	redwooc		
USA	9280236	Bank of America - Consumer Cred	redwooc		
USA	9280236	U.S. Bank National Association-Cred	redwooc		
USA	9280236	Wells Fargo Bank, National Associatic	redwooc		
USA	9280236	Citibank, N.A.- Costco	redwooc		
USA	9280236	Citibank, N.A.- Costco	redwooc		
USA	9280236	Capital One Bank (Usa), National Associatic	redwooc		
USA	9280236	Capital One Bank (Usa), National Associatic	redwooc		
USA	9280236	Citibank, N.A.- Costco	redwooc		
USA	9280236	Citibank, N.A.- Costco	redwooc		
IND	9280236	Standard Chartered Banl	redwooc		
USA	9280236	Chase Bank USA, National Associatic	redwooc		

Exhibit 19

From: [Danielle Cadiz](#)
To: [Jennifer Lu](#)
Subject: Re: Gateway (Redwood - Select) Reached 92% (prolongzoffers.limelightcrm.com)
Date: Tuesday, April 24, 2018 11:11:42 AM

Julie moved everything around already :).

On Tue, Apr 24, 2018 at 10:36 AM, Jennifer Lu <jenniferl@redwoodscientific.co> wrote:
Hi Danielle,

What should we do for below situation?

Thanks,

Jennifer

----- Forwarded message -----

From: **Lime Light CRM** <no-reply@limelightcrm.com>
Date: Mon, Apr 23, 2018 at 2:45 PM
Subject: Gateway (Redwood - Select) Reached 92% (prolongzoffers.limelightcrm.com)
To: Jennifer <jenniferl@redwoodscientific.co>

Jennifer,

Gateway ID Redwood – Select (132) has reached a 92% threshold for your global monthly max limit.

You will receive consecutive emails each time the percent increases closer to 100%. At that time, Lime Light CRM will begin declining all transactions/campaigns associated with this gateway. Please adjust the Global Monthly Cap.

You are receiving these emails because you should take action to reduce gateway declines.

Please do not reply back to this email address. If you should have any support inquiries send them directly to support@limelightcrm.com

Sincerely,
Lime Light CRM Team

--

Danielle Walker

Director of Operations

Redwood Scientific Technologies

www.RedwoodSci.com

Office: 424-248-2707



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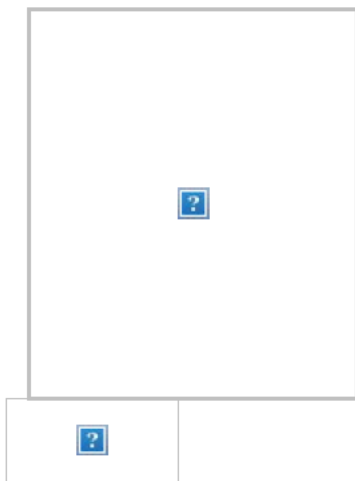
Exhibit 20

From: [Julie Green](#)
To: [Joanny Spina](#)
Subject: Fwd: Processing Issues for the Nutra Trial Space - Solved
Date: Tuesday, April 17, 2018 2:28:35 PM

We are interested in implementing this. Is there a monthly charge to do so? If so what would the cost be?

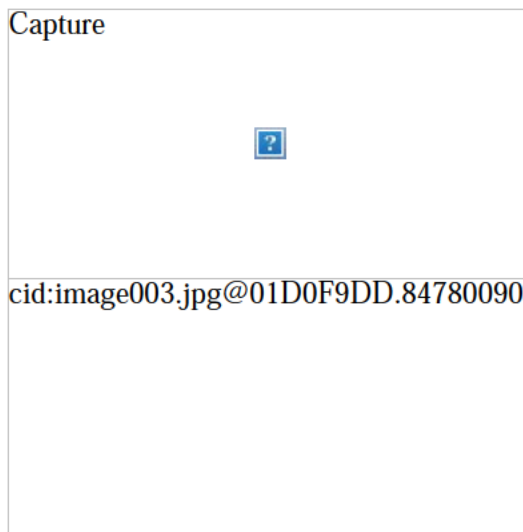
----- Forwarded message -----

From: **Jason Cardiff** <jason@redwoodsci.com>
Date: Tue, Apr 17, 2018 at 2:23 PM
Subject: Fwd: Processing Issues for the Nutra Trial Space - Solved
To: "julieg@redwoodscientific.co" <julieg@redwoodscientific.co>



Jason Cardiff
President and Chief Executive Officer
Additional contacts Personal Assistant
Sahvanah Beagle: 909-217-5973
Redwood Scientific Technologies
www.RedwoodSci.com
[250 W. First Street, Suite 310](#)
Claremont, CA 91711
Office: 310-693-5401

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Begin forwarded message:

From: LimeLight <clientsuccess@limelightcrm.com>
Date: April 17, 2018 at 2:17:51 PM PDT
To: <jason@officemgt.com>
Subject: Processing Issues for the Nutra Trial Space - Solved
Reply-To: <clientsuccess@limelightcrm.com>

Image



Introducing Pinless Debit!
Decreased Restrictions.
Increased MID Capacity.

Image



Did you know that on average, debit cards account for 60% of your transactions?

Pinless Debit is an intelligent payment processing solution that enables you to route your debit card transactions through interbank networks that decrease your restrictions and increase your overall processing power.

These networks allow for:

- **7x the average revenue processing limit: \$250,000/mo**
- **NO more chargeback hard count or % threshold**

Step 1

Add **Pinless Debit** as a new payment provider.



Step 2

Using the **Advanced Routing** feature within LimeLight, you can specifically route your debit transactions to the Pinless Debit gateway.



Step 3

We take care of the rest. These transactions then get routed to interbank networks instead of Visa and MasterCard (e.g. New York Currency Exchange (NYCE), Pulse, STAR, etc.).

Run more traffic. Process more transactions. Make more money.

This solution is available exclusively through LimeLight – giving you the edge over your competition.

Sign up for Pinless Debit today – just [book a time to chat](#) and we'll get you set up immediately!

Questions or comments?

I want to hear from you!

- Adam Pivko

Client Success Manager

[89 De Boom Street, San Francisco, CA 94107](#) | [unsubscribe](#)



Julie Green

Redwood Scientific Technologies

www.redwoodscientific.co

Office: [310-693-5401](tel:310-693-5401)

Direct: 909-243-1310



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EXHIBIT 3

MEMORANDUM OF ACTIVITY

Case Number : 2994965-MF

Date : January 26, 2021

Time : ~1:40pm to ~1:58pm PT

Activity : Teleconference with Brian Bogosian of Sticky.io

Activity Conducted By : Manu Sebastian, DOJ Trial Attorney
Christine Reins-Jarin, Postal Inspector

On January 26, 2021, Department of Justice Trial Attorney Manu Sebastian and Postal Inspector Christine Reins-Jarin spoke with Sticky.io (Sticky) President and CEO Brian Bogosian via Zoom teleconferencing. Bogosian indicated the following during the call.

Bogosian brought up the class action lawsuit against Konnektive, another customer relationship management company. Konnektive and Sticky were audited as TPPs¹, triggered by MasterCard. According to Bogosian, Sticky passed the audit easily but Konnektive was terminated as a TPP. Konnektive stored CVVs² and enabled bad merchants to make repeat customer credit card transactions appear to be new transactions.

Sticky tokenizes and securely stores customer credit card credentials but not CVVs. If a company using Sticky's platform is trying to hide bad behavior, it would be on the company's side and Sticky would not know what they are doing. Sticky does not have a front-end website. A company can make a transaction appear a certain way and Sticky would not know. Sticky (formerly Limelight) handles transactions for their customer companies and companies connect their website to the Sticky platform. Sticky does not know the origin of the information coming from the company. Bogosian does not know if the last four numbers of customer credit cards are visible in the Limelight platform, as that type of information is above his knowledge level. He does not know how Redwood Scientific Technologies (Redwood) changed straight sales into continuity sales.

TA Sebastian asked about the progress of the data dictionary related to the information provided on Redwood, previously discussed with Bogosian and Mike Bernat (Bernat) in December 2020. Bogosian called Bernat by cell phone during the teleconference and told Bernat to upload the necessary documents by the end of the week. He asked Bernat if the last four numbers of credit cards, audit logs,

¹ Third party processors

² Card verification values

and time sets are available pieces of information and it appeared Bernat told him they were and would be provided.

Christine Reins-Jarin
Postal Inspector
January 27, 2021